

From: [REDACTED]
Sent: Monday, November 27, 2017 11:20 AM
To: INSTestimony
Subject: Hartford Healthcare - Anthem Blue Cross/Blue Shield

Good Morning,

I read an article in the Norwich Bulletin concerning the recent issue between Hartford Healthcare and Anthem. Unfortunately, I am one of the individuals who was greatly affected by this situation.

To give you a short history, I have been seeing Dr. Anbari in Franklin, CT for a long time due to knee issues. In July of this year I was unable to walk on my left knee and it was determined that I needed a knee replacement. Dr. Anbari's schedule was such that there was no opening until October. The surgery was to be at Backus Hospital on Tuesday, October 24th, using the latest robot-assisted method for knee replacement. While the time-frame was not the most desirable for me, I resolved to make it through the next three (3) months, using a crutch, probably too much Tylenol, and hobbling along. When October came and I was informed there was an unresolved dispute between Anthem Blue Cross/Blue Shield and Hartford Healthcare, I, along with a great number of people, maintained hope that an agreement would be reached and my scheduled surgery would proceed as planned. This was not to be the case and when Dr. Anbari's office called to let me know my surgery would have to be canceled, I hung up the phone and cried, knowing there was no quick fix available. I submitted the "Continuation of Healthcare" form to Anthem Blue Cross/Blue Shield, indicating that I already had surgery scheduled, but I was denied based on their determination that there were "other qualified physicians" in network. Having been a patient of Dr. Anbari's for years and arriving at a plan for progress with him, "other qualified physicians" were not an option for me, because I felt it was basically starting from square one.

I have since been struggling with unresolved knee issues and pain. I have been at the mercy of the insurance company and healthcare providers, while having to live with a condition that moment-by-moment affects my life and well-being. My employer has now decided that a different insurance company is the best option for us, so I am still waiting to reschedule a much-needed surgery, which will probably not be until February at the earliest, due to Dr. Anbari's schedule. While both Anthem and Hartford Healthcare have purported to have the best interests of their patients in mind and apologize for delays and disruptions, it really does not suffice. I am still in pain and looking at a months-long road ahead.

Thank you for your consideration.

Very truly yours,
Joy Bissonnette
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