

Clare Moss
Falmouth
LD 1498
4/23/23

To: Senator Bailey, Representative Perry, and Honorable members of the HCIFS committee

From: Clare Moss LCSW

Re: Testimony in Support of LD 1498 and LD 1244.

Hi-

My name is Clare Moss LCSW and I practice in Falmouth

I am writing to urge you to vote "ought to pass" LD 1498 and LD 1244.

I have been horrified by what Anthem insurance has been doing without penalty for the last few years, not paying providers, not being responsive to providers and clients about lack of payments. I have had to tell prospective clients that I can't take them because of non payment or bizarre payments. At one point I received reimbursement of less than dollar for one client and was on hold for 65plus minutes and spoke to someone who sent me to the escalation department who promptly hung up on me.

I was so desperate to be paid and be heard I tracked down the name of the CEO of Anthem (Gail Boudreaux) and emailed her. She responded to me and fixed that particular client but the problem continued with other clients so she did not fix the larger issue and no longer accepted emails and the problems continued.

For small businesses like mine losing time and money means that the practitioner is hurt financially and out a lot of non reimbursable time on follow up and so are the clients we serve and can't just drop. I haven't taken a new Anthem client since this fiasco because I don't believe the monolith that is Anthem has changed their policies because there has been little consequence to them.

I wholeheartedly support these two bills.

Clare Moss LCSW
(207-415-2554)
98 Clearwater Drive Suite 4
Falmouth Maine