LD 1301, "An Act to Prohibit the Use of Artificial Intelligence in the Denial of Health Insurance Claims"

Senator Bailey, Representative Mathieson, and honorable committee members, my name is Mia Garza and I live in Woolwich. I am in support of LD 1301 to address the issue of artificial intelligence with health care claims denials.

AI should not be involved in healthcare denials. Using AI takes humanity out of this process. With AI, denial rates skyrocket, as shown with the continued increase of denials within the past few years. Without human involvement in the system, AI denies claims for needed medical care, therefore elongating the suffering of those waiting for their treatment to be approved. It is clear AI makes countless errors when determining medical necessity, resulting in harm to those trying to receive medical care, and in the worst cases, even results in death.

Personally, I have struggled with chronic health issues since 2019, which led to a spiral of seeing specialists, countless ER visits, and many treatment types in the following years. More recently, in 2024, my chronic health issues worsened, and I was prescribed medication for my condition. My doctor submitted a letter to my insurance which explained that the medication was necessary to treat it. Even with my doctor's letter, my insurance refused to cover it because they deemed my condition "not life threatening," thus the medication was not "medically necessary." I had been battling this chronic illness for years, and nothing was working. This medication was my last line of help after a series of others that hadn't. This claim denial extended the time I was in pain because I was unable to get my needed medication.

During the three months I fought with the insurance to get the medication covered, I was miserable. My symptoms were flaring the entire time. I even tried to supplement my needed medication with over the counter medicine, but this did not work to treat my issues. This whole process negatively affected my mental health, as I was unsure if my symptoms would ever get better and if I would ever get the care I needed.

Without insurance covering the medication cost, it would cost me up to $400 out of pocket for a month's supply of my medication. There was no chance I would be able to afford this on my own. For low-income Mainers like myself, insurance denials leave us with no other option but to wait until our claim will be appealed to get the care we need. This is never certain and results in tremendous stress, pain, and in most cases, worsened outcomes than if the issue was treated at the time of the claim.

I am sharing my story to show how damaging medical claim denials are. Even with licensed doctors stating that this care is needed, insurance companies continue to deny people the care they need. The use of AI will no doubt continue to increase these denials, and cause worsened outcomes for thousands of Mainers. The American Medical Association has found that AI has created rates of denial that are "16 times higher than typical" (AMA, 2025). The use of AI in healthcare claims is not worth the harm it causes to patients.

I urge you to vote yes on LD 1301 to ensure that healthcare insurance companies have guardrails when using AI. AI does not belong in healthcare and should not be allowed to make decisions on real people's medical care.

Sincerely,
Mia Garza
Woolwich, ME