

April 29, 2025

Testimony in support of LD 843, An Act to Continue Funding for the Health Insurance Consumer Assistance Program

Senator Bailey, Representative Mathieson, and Members of the Joint Standing Committee on Health Coverage, Insurance, and Financial Services:

I live in Saylorsburg, Penn., and I am submitting these comments in support of LD 843, An Act to Continue Funding for the Health Insurance Consumer Assistance Program.

My daughter, Taylor, had incurred a hospital bill that amounted to over SIX FIGURES (\$180,000) !!! You can only imagine how daunting this burden had become. We even considered getting legal assistance to try and tackle this issue, which would have more costs. After calling numerous law offices, an angel directed us to Consumers for Affordable Health Care's HelpLine.

Rachel who is on the staff with CAHC was the first one to try and help us find a solution. She was knowledgeable, professional, and sympathetic to our dilemma. She always called me back, and gave us hope that we could resolve our problem. She was very kind.

We were then directed to Devan, another HelpLine staff member, who facilitated a Zoom meeting to go over the issues. She was also very knowledgeable and professional. She was able to connect to the billing office and our insurance company. We just kept our fingers crossed.

We can happily report that my daughter now has a ZERO BALANCE!!! This was reported within only 3 days!!! We never would have been able to achieve this on our own. This letter cannot express how grateful and appreciative we are to the CAHC HelpLine staff and organization.

Keep up the good work!

Thank you,
Ellen
Saylorsburg, Penn.