

Cayford, Edna

From: Sarah SMPT <sarah@smpt.biz>
Sent: Wednesday, April 5, 2023 9:01 AM
To: Bailey, Donna; Perry, Anne; Brakey, Eric; Reny, Cameron; Arford, Poppy; Cluchey, Sally; Cyrway, Scott; Mastraccio, Anne-Marie; Mathieson, Kristi; Morris, Joshua; Nutting, Robert; Pringle, Jane; Swallow, Gregory; HCIFS; McCarthyReid, Colleen
Cc: Rafferty, Joe; Sayre, Daniel
Subject: Please vote Ought to Pass on LD 1383

This message originates from outside the Maine Legislature.

Dear Senator Bailey, Representative Perry, and Honorable Members of the HCIFS Committee:

I am a constituent in your district. I am the billing and office manager at Southern Maine Physical Therapy. I'm writing to ask you to support LD 1383, An Act to Regulate Insurance Carrier Prior Authorization Requirements for Physical and Occupational Therapy Services. This bill is scheduled for a public hearing in the HCIFS Committee on April 13.

Insurance carriers have implemented burdensome, costly, and unnecessary prior authorization requirements in recent years that limit the number of therapy sessions a patient can receive. Carriers often authorize 6 visits with the initial request, which translates to about 3 weeks of therapy. Following requests require us to share medical records, treatment notes, and extensive reviews. Even when this additional information is provided, we are granted 2-4 more authorized visits. As you can imagine, this is not sufficient time for a patient to make any significant progress in their treatment. Anthem's utilization review entity, AIM (recently renamed "Carelton") frequently tell us prior authorization is required, making us spend many hours on the phone trying to get prior authorization when it really is *not* required by the patient's plan. The amount of administrative time spent on these issues is affecting the attention we are able to provide to our other patients and their concerns.

Thank you in advance for your consideration. Please feel free to contact me if you need any further information.

Respectfully,

Sarah Williams
2 Deer Run, Kennebunk, ME 04043
207-479-2183, sarah@smpt.biz

--

Sarah Williams | Office Manager
Southern Maine Physical Therapy
449 Cottage Rd, South Portland, ME 04106
17 Lincoln St, Ste 016, Biddeford, ME 04002
207-799-9700 | 207-799-9706 (fax)
www.smpt.biz