



**Northern Light  
Health**

**LD 1498 An Act to Create an Advocacy and Complaint Process for Health Care  
Providers Within the Bureau of Insurance**

**Testimony in Support  
April 24, 2023**

Senator Bailey, Representative Perry and members of the Health Coverage, Insurance and Financial Services Committee, my name Lisa Harvey-McPherson RN. I am here today providing testimony on behalf of Northern Light Health and our member organizations speaking in support of this bill. Northern Light Health member organizations include 10 hospitals located in southern, central, eastern and northern Maine, 8 nursing facilities, air and ground ambulance, behavioral health, addiction treatment, pharmacy, primary and specialty care practices and a state-wide home care and hospice program. Ninety three percent of Maine's population lives in the Northern Light Health service area. Northern Light Health is also proud to be one of Maine's largest employers with more than 10,000 employees statewide.

This bill establishes the Health Care Provider Assistance Division within the Department of Professional and Financial Regulation, Bureau of Insurance for health care providers to work with the Bureau of Insurance to resolve complaints involving insurance carriers. The bill also provides a system for health care providers to submit complaints about violations of statutes or rules. We are in full support of this legislation.

The Northern Light Health finance and contracting leaders work with carriers directly to resolve our complaints and concerns and generally we can resolve the concerns. The challenge we have is the lack of structure to elevate a complaint that cannot be resolved. This results in providers pursuing legislation to resolve carrier concerns that have statewide impact.

We ask that you support this important legislation.

Thank you.

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**Northern Light Health**

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Eastern Maine Medical Center  
Home Care & Hospice  
Inland Hospital  
Maine Coast Hospital  
Mayo Hospital  
Mercy Hospital  
Northern Light Health Foundation  
Northern Light Laboratory  
Northern Light Pharmacy  
Sebasticook Valley Hospital