**Testimony of Victoria Veltri**
**State Healthcare Advocate**
**Before the Public Health Committee**
**In support of SB 6**
**March 11, 2015**

Good afternoon, Representative Ritter, Senator Gerratana, Senator Markley, Representative Srinivasan and members of the Public Health Committee. For the record, I am Vicki Veltri, State Healthcare Advocate with the Office Healthcare Advocate ("OHA"). OHA is an independent state agency with a three-fold mission: assuring managed care consumers have access to medically necessary healthcare; educating consumers about their rights and responsibilities under health plans; and, informing you of problems consumers are facing in accessing care and proposing solutions to those problems.

I would like to thank you for the opportunity to comment on SB 6, An Act Decreasing the Time Frames for Urgent Care Adverse Determination Review Requests. The proposed change that insurers complete the review process for urgent care utilization review requests and issue a decision within forty-eight hours of the receipt of such a request instead of the current seventy-two hours, acknowledges the clinical reality that, in many cases, delays in the onset of treatment may be the difference between recovery or relapse.

Thank you for providing me the opportunity to deliver OHA's testimony today. If you have any questions concerning my testimony, please feel free to contact me at victoria.veltri@ct.gov.