

Thank you very much for your support of bill H.766. I have been in practice for 32 years and the administrative paperwork is only getting worse. Many colleagues are retiring as this is so frustrating. For those of us in independent practice, this burden is shared by our small staff and providers together. We can not afford to pad our office with staff dedicated to sit on hold all day waiting to argue with the insurers. I deal with inflammatory bowel disease and my patients and staff are frustrated by the delays in care created by the obstructions of the insurers. Patients get angry at my staff and then my staff gets burnt out and quits. Then you look at the profits these PBM and insurers are making and it is infuriating. We as providers are no longer in control and our patients realize that and have lost faith in our profession. This has disrupted the cherished trusting relationship that is required to manage complex medical illnesses. Everyone is exhausted and angry. Thank you again for trying to assist the providers and staff in Vermont.

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