

Dear legislators,

I am a **general pediatrician in private practice** in Burlington. My practice, Lakeside Pediatrics, cares for 4-5,000 patients.

Support for **H.766**:

- My colleagues and I **spend more time jumping through hoops on our computers to get paid to care for our patients, than the time we actually spend with patients. We need to get paid, and paid well for answering phone calls and emails from patients, during and after business hours.** It is better for patients for us to provide this care. But it's overwhelming us! Additionally, it's rarely reimbursed. Meanwhile, we have less time to see patients because of this. Therefore we bring in less money. This means it's more difficult to keep our practices afloat.

- **8 of my 20 employees spend a large portion of their days doing prior authorizations, fighting insurance companies for reimbursement, and coordinating care for our patients by getting insurance companies to approve each of the many steps required for their care.**

- It is **burning out my staff.** It is very difficult for a private practice to hire staff. There aren't many people who are trained for these roles, and who are willing to do this work. The hospitals keep offering increasingly higher wages to attract employees, and we can't keep up. If you can help us **cut back on administrative work** it will help us keep our employees.

Thank you for all of your hard work. I admire you for taking on the responsibility of legislating for our state.

Sincerely,

Greg Connolly, MD
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