



January 23, 2024

Representative Lori Houghton, Chair
House Committee on Health Care
Vermont State House
115 State Street
Montpelier, VT 05633

Dear Chair Houghton and Members of the House Health Care Committee,

The Vermont Chiropractic Association (VCA) is a nonprofit organization committed to serving our members and their small businesses so they may provide high-quality care to Vermonters. The VCA and its members want to thank you for introducing H.766 and the many issues involved in healthcare that it addresses.

Claims Processing Under Health Insurance Contracts

The implementation of Cotiviti at the start of 2023 with little notice and guidance around the changes being made had an impact that reverberated in all healthcare provider offices, big and small, ultimately affecting the delivery of care to patients. Chiropractic offices were the same. Offices saw a 50-65% denial rate, either from the denied primary diagnosis codes or incorrect usage of modifiers. This resulted in countless hours of resubmitting claims with treatment notes for reconsideration, burdening offices like you have learned in previous testimonies.

As a result of these new claims processing guidelines, the VCA hired a Certified Professional Coder to help chiropractors navigate the process and better understand what should be done. We had webinars with chiropractors, with our Coder -which BCBS representatives attended- and meetings with BCBS. After seeing no positive changes or outcomes in the claims, denials, or appeals processes, letters of concern were sent to DFR.

Prior Authorization Reform

The bill's attention to prior authorizations is also crucial to our chiropractic community. Passage of this section would help uniformize the process and response time across all payers. This continuum will help with efficiencies in patients receiving the necessary care, office procedures, and potential healthcare cost savings.



Cost-Sharing Practices for Patients

Finally, for many years, we have heard the need for healthcare to be more affordable for Vermonters. Section 7 of H.766 introduces favorable changes on sharing healthcare costs, an initiative our organization fully supports.

Again, thank you for bringing these changes within H.766 to the table and for your attention to the need for reform. The passage of this bill will carry the focus of healthcare to the patient, and that need has never been greater.

Sincerely,

A handwritten signature in cursive script that reads "Aimee Koch".

Aimee Koch, Executive Director
Vermont Chiropractic Association