



Date: January 30, 2025

To: The Honorable Chair Deb Patterson
The Honorable Vice Chair Cedric Hayden
Senate Committee on Healthcare
900 Court St. NE
Salem, OR. 97301

We are writing to express our strong support for the proposed bill, SB 549, to eliminate the requirement for prior authorization when repairs are needed for Complex Rehabilitation Technology (CRT) equipment. As a provider of CRT services, we believe that passing this bill will significantly benefit both the users of these critical devices and the vendors like us who provide the necessary repairs and maintenance.

One of the primary concerns we face as a vendor is the considerable delay in the repair process due to the prior authorization requirements. Most vendors, including our own, do not maintain an extensive inventory of parts for every make and model of CRT equipment, simply because of the vast variety of devices in use. Consequently, we often have to special order parts, which, when combined with the necessary paperwork for a qualifying prescription and the time-consuming authorization process from insurance providers, results in repair timelines that can exceed 30 days.

This extended delay not only causes frustration for users but also places them at significant risk. CRT equipment is medically necessary, and any disruption in its functionality can severely impact the health and safety of the user. Many users depend on their CRT equipment to maintain their mobility and independence. During the lengthy wait for repairs, they may be forced to use alternative devices that do not meet their medical needs, or worse, go without a device altogether, potentially leading to further complications such as being bedridden.

Eliminating the prior authorization step would allow vendors like ourselves to expedite repairs. With the appropriate documentation on file, we would be able to assess, order parts, and complete repairs in a more timely manner, significantly reducing the wait time and ensuring that the equipment is functioning safely and properly. This change would directly benefit the users, who would no longer be at risk of extended downtime or using devices that do not meet their medical needs, thus enhancing their quality of life and overall well-being. We firmly believe that the repair process, like the initial provision of CRT equipment, is medically necessary. Without timely repairs, a CRT device cannot serve its intended purpose, it unsafe and unusable. This bill will help ensure that users are not placed in an untenable situation where their device is out of service for an unnecessarily long period of time.

We respectfully urge you to consider the positive impact this bill will have on both the users of CRT devices and the vendors who serve them. By passing this bill, you would be supporting timely and effective access to essential repairs, ensuring the safety and well-being of individuals who rely on CRT equipment. Thank you for your time and consideration. Should you require any additional information or wish to discuss this matter further, please do not hesitate to contact us directly at 503.659.1270

Sincerely,

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