

Submitter: Ashley Chan
On Behalf Of: Rose City PT
Committee: House Committee On Behavioral Health and Health Care
Measure, Appointment or Topic: HB3134

Dear Chair Nosse, Vice-Chairs Javadi and Nelson, and Members of the Committee.

I hope you're doing well. I'm reaching out as one of your constituents because of the challenges with the delays caused by prior authorization for physical therapy. I wanted to share my experience and ask for your support of HB 3134.

Prior authorization is supposed to ensure appropriate care, but in reality, it often just creates frustrating delays that keep patients from getting the treatment we need. These delays mean more pain, longer recovery times, and sometimes even worse health outcomes.

The delay in receiving physical therapy extended the patient's recovery time especially for major surgeries, leading to more pain, frustration, and an extended period of immobility. What could have been a smooth recovery process became a much longer and more difficult journey due to the prior authorization hold-up.

HB 3134 would help fix this by making simple but important changes, like:
Letting patients start treatment right away by removing prior authorization for the first 16 visits of a new episode of care.
Ensuring those with chronic pain can access physical therapy for 90 days without jumping through hoops.
Requiring insurance companies to respond to prior authorization requests within 24 hours so patients aren't left waiting.

This bill is a much-needed step toward making healthcare work better for patients. I really hope you'll support it and help get it passed.

Thank you for your time—I appreciate everything you do for our community!

Best,
Ashley Chan