

March 27, 2025

Dear Legislators,

I have been a patient at Rose City Physical therapy since 2013. While the quality of care I get when I am there has not changed over the years, the access to that care has. This lack of access affects my mental and physical health. It creates unnecessary obstacles and extra work for the already incredibly hard working therapists responsible for my care.

I became a patient with Rose City in 2013, after I had shoulder surgery for a tear. Six weeks after shoulder surgery, I had a car accident which hampered the healing and led to some other issues- chronic back pain, hip pain (then a hip replacement in 2022). I have arthritis in my back. Physical therapy helps me manage some of these chronic issues. If I had flare ups, I used to be able to call and schedule appointments even without a prescription from a specialist. Now even with a prescription from an orthopedist who is recommending I see my PT once a week for eight weeks, my insurance will not approve the visits- or it approves 2 visits at a time- making it impossible for me to schedule timely, consistent treatments. In January I was prescribed 8 visits for PT. Since then I have been able to go 3 times. The visits are less effective; the improvement is slower; the scheduling stressful. While I am able to do exercises at home, I do not get the hands on manipulation that supports these exercises.

My insurance allows for 60 PT visits a year- however, it makes it almost impossible to use these visits. Decisions are based on a progress form that does not correlate with reality or the activity level of active individuals. Pre-approval relies on someone in an office, who has never met the patient and/or makes yes or no decisions based on statistical outcomes or a pain score. Approval is not decided on individual patient needs, the advice from the clinicians or recommendations from practitioners who work closely with patients and know their histories.

I have chronic pain issues which do improve with treatment. They most likely will never fully resolve. However, having consistent access to treatment greatly improves my quality of life, physical activity levels and my ability to work.

Please help patients get access to the care that is recommended by their practitioners. Please support our health care professionals' ability to focus on caring for patients, rather than arguing with insurance companies.

Sincerely,

Suzy Root