

April 15, 2025
Delaware General Assembly
Legislative Hall
411 Legislative Avenue
Dover, DE 19901

Dear Senators and Representatives,

The undersigned organizations representing physicians, hospitals, facilities, home care providers, nurse and nurse practitioner organizations, and patient organizations urge you to support Senate Bill 6, the Delaware Pre-Authorization Reform Act of 2025.

Pre-authorization reform will enhance the care of patients across our great state of Delaware. According to a 2023 survey performed by the American Medical Association (AMA), the current pre-authorization process continues to have “a devastating effect on patient outcomes, physician burnout and employee productivity.”¹ The same survey indicated that 94% of physicians surveyed reported delays in patient care, while 80% voiced concerns that the current process leads to patients abandoning the recommended care due to the hurdles associated with pre-authorization process.²

The Delaware healthcare workforce is in crisis. Along with other well documented factors, the pre-authorization process has been identified as being a major contributing factor to that crisis both here in Delaware and across the nation. While it has long been a quiet topic of discussion, several recent events have elevated this crucial issue. We would encourage a pre-authorization process that is both transparent and can be objectively demonstrated to protect patients, improve outcomes, and reduce healthcare costs.

Approximately half of the states, and the District of Columbia, have passed pre-authorization legislation. Many states have passed even more robust legislation in areas related to retrospective denials, reviewer qualification, peer-to-peer consults, and exceptions³, than the consensus legislation introduced in Delaware, SB 6.

The organizations signed below support the following elements currently included in SB 6 and look forward to continued discussions related to enhancing this process.

- Establish quick response times for requests submitted electronically with notification given within 72 hours for non-urgent care and 24 hours for urgent health-care services.
- Adverse determinations should be made by a physician of a same or similar specialty as the treating physician/ practitioner.
- Expanded access for peer-to-peer consults regarding denials must be offered to meet needs of urgent care, hospital, and emergency care physicians and practitioners.
- By January 1, 2027, insurers, health-benefit plans, health-service corporations, and utilization review entities must accept and respond to electronic pre-authorization requests through the same platform as the electronic request was submitted.

¹ 2023 American Medical Association Prior Authorization Physician Survey; [AMA survey indicates prior authorization wreaks havoc on patient care](#)

² 2023 American Medical Association Prior Authorization Physician Survey; [AMA survey indicates prior authorization wreaks havoc on patient care](#)

³ 2024 American Medical Association 2024 Prior Authorization State Law Chart; [2024 Prior Authorization State Law Chart | AMA](#)

- The prior authorization's duration must be extended from a minimum of 60 days to a minimum of 90 days.

Thank you again for your consideration of this critical issue. Physicians and practitioners share daily stories of staffing challenges, not to mention patients that delay treatment, pending responses to pre-authorizations. We ask for your support in voting for the Delaware Pre-authorization Reform Act of 2025 and protecting patients.

Sincerely,

Aledade Accountable Care Organization, Delaware

Market President, Tyler Blanchard, MBA

American College of Physicians Delaware Chapter

Atlantic Adult and Pediatric Medicine

Dr. Katelin Haley

Lisa Bartels

Bayhealth

Beebe Healthcare

Bethany Primary Care

Central Delaware Family Medicine

Dr. Rebecca McIlroy

Kimberlie Neal

ChristianaCare

Delaware Academy of Dermatology

Delaware Academy of Family Physicians

Delaware Association for Home & Community Care

Delaware Chapter, American Academy of Pediatrics

Delaware Chapter, American College of Cardiology

Delaware Diabetes Coalition

Delaware Family Care Associates

Dr. Jeffrey Cramer

Dr. Kristine Diehl

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Delaware Healthcare Association

Delaware Health Care Facilities Association

Delaware HIV Consortium

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Delaware Nurses Association

Delaware Pharmacists Society

Delaware Primary Care

Dr. Abimbola Osunkoya

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Dr. Theodore Tan

Delaware Society of Orthopaedic Surgeons

Dr. Ian Myers MD, LLC

Epilepsy Foundation of Delaware

Family Practice Associates

Dr. David Krasner

Georgetown Medical Associates, LLC

Dr. Beshara Helou

Greenhill Family Medicine

Dr. James Gill

Henrietta Johnson Medical Center

Internal Medicine Associates

Dr. Robert Kopecki

La Red Health Center

MeadowWood Behavioral Health Hospital

Mid-Atlantic Association of Community Health Centers

Mid Atlantic Family Medicine

Dr. Brian Caswell-Monack

Milford Primary Care Associates

Dr. Cindy Siu

Nemours Children's Health

Peninsula Health

Dr. Fadi Damouni

Premier Physicians

Dr. Reynold Agard

Progressive Health of Delaware

Dr. Debbi Zarek

Dr. David Donohue

Psychiatric Society of Delaware

Rockford Center

Select Specialty Hospital

Saint Francis Hospital, Trinity Health Mid-Atlantic

Stoney Batter Family Medicine

Dr. Sarah Mullins

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Dr. Julie Prosseda

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The Medical Society of Delaware

TidalHealth

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