



May 15, 2024

Brian Frazee
President & CEO

The Honorable Bryan Townsend
Senate Majority Leader
Delaware General Assembly
Dover, DE 19901

Beebe Healthcare
David A. Tam,
MD, MBA
President & CEO
DHA Board Chair

Dear Senator Townsend,

The Delaware Healthcare Association, representing Delaware's hospitals, health systems, and related healthcare organizations, is pleased to support Senate Bill 10.

ChristianaCare
Janice E. Nevin,
MD, MPH
President & CEO
DHA Board Vice Chair

Ensuring access to care is one of DHA's top advocacy priorities for 2024. SB 10 helps reduce barriers to patient care by reforming pre-authorization requirements in Delaware, also known as prior authorization. Prior authorizations are problematic for providers and patients alike.

Bayhealth
Terry Murphy
President & CEO
DHA Board Secretary &
Treasurer

A recent American Medical Association (AMA) [survey](#) found that 88% of respondents find the burden associated with prior authorizations to be "extremely high." Physicians and their staff on average spend about two business days per week on prior authorizations alone. These administrative burdens are a major contributor to healthcare provider burnout.

Nemours Children's Health
Mark Marcantano
President
Delaware Valley
Operations

For patients, prior authorizations can lead to delays in necessary care. The same AMA survey found that 94% of physicians reported that their patients have experienced care delays due to prior authorizations. About 80% of respondents reported that prior authorizations can lead to patients abandoning treatment and 33% of physicians report that prior authorizations have led to serious adverse events for patients in their care.

TidalHealth Nanticoke
Penny Short, MSM, BSN,
RN
President

SB 10 improves the prior authorization process for providers and patients. SB 10 shortens the time a utilization review entity must respond to a provider's prior authorization request, increases the length of time that an approved prior authorization remains valid, limits the number of prior authorizations required for a single episode of care, provides for a continuity of care transition period for those who switch insurers or health plans, and ensures that utilization review entities are available to make determinations on weekends and after hours.

Saint Francis Hospital
James Woodward
President & CEO
Trinity Health Mid-Atlantic Region

SB 10 also ensures prompt response to prior authorization requests made for patient transfers. This is a critical step to help patients who are no longer in need of acute hospital care to transition to a more appropriate care setting.

Delaware Healthcare Association
Brian W. Frazee
President & CEO

Thank you for the opportunity to share DHA's support for SB 10. We look forward to working with you, other stakeholders, and your colleagues in the General Assembly to advance this important legislation.

Sincerely,

A handwritten signature in black ink that reads "Brian Frazee". The signature is written in a cursive, flowing style.

Brian Frazee
President & CEO
Delaware Healthcare Association