



Office of the
Healthcare
Advocate
STATE OF CONNECTICUT

Task Force to Study Rare Diseases

**Ted Doolittle
State Healthcare Advocate
January 19, 2018**



Office of the
Healthcare
Advocate
STATE OF CONNECTICUT

What is the Office of the Healthcare Advocate?



The Office of the Healthcare Advocate is a state agency that provides free assistance to any consumer (patient, provider, family) who has questions about health insurance.

We have a threefold mission:



1. Focus on assisting and educating consumers to make informed decisions when selecting a health plan
 - ☐ Explaining insurance plans, benefits, cost-sharing to consumers to assist with plan selection and maximize utilization
 - ☐ Educating consumers about their rights and how to advocate on their own behalf when they have a problem or concern about their health insurance.
 - ☐ Answering questions and assisting consumers in understanding and exercising their right to appeal a health plan's denial of a benefit or service.



2. Assist consumers to resolve problems with their health insurance plans
- ☐ OHA provides assistance to any CT resident who requests our help with a health related issue
 - ☐ Fully v self insured
 - ☐ Public v private
 - ☐ Exchange v non-Exchange
 - ☐ Case Management (assess, coordinate, monitor and evaluate options and services required to meet an individual's health or advocacy needs)



3. Identify issues, trends and problems that may require executive, regulatory or legislative intervention
- ☐ For our State to be competitive, our people must be healthy.
 - ☐ OHA tracks issues concerning access and delivery, UR, and compliance with state and federal regulation and law
 - ☐ Informs and collaborates with CGA and stakeholders about identified issues, promotes legislative and regulatory reforms



OHA recovered over \$11 million for consumers through overturned denials of coverage, resolution of billing disputes and ensuring enrollment into healthcare coverage in 2016 with similar numbers expected for 2017

AND

Over 95% of consumers reported they would refer a family or friend to OHA.

Key Consumer Problem: High Healthcare Costs



Office of the
Healthcare
Advocate
STATE OF CONNECTICUT

WHAT IS OHA DOING REGARDING THE RISE IN HEALTHCARE COSTS?



Governor's Healthcare Cabinet Project on Drug Costs

<http://portal.ct.gov/Office-of-the-Lt-Governor/Healthcare-Cabinet/Healthcare-Cabinet>



Office of the
Healthcare
Advocate
STATE OF CONNECTICUT

Governor's Healthcare Cabinet Project on Drug Costs Draft report

<http://portal.ct.gov/Office-of-the-Lt-Governor/Healthcare-Cabinet/Healthcare-Cabinet-Meetings/Healthcare-Cabinet-Regular-Meetings-2018>



On Healthcare Costs

Presented by:

Ted Doolittle

Healthcare Advocate, State of CT



On Healthcare Costs

Presented by:

Ted Doolittle

Healthcare Advocate, State of CT

We Want to Hear from You

OHA's Website Survey

<http://www.ct.gov/oha/cwp/view.asp?a=4946&q=594426>

Toll free line at 866-466-4446

Ted Doolittle
State Healthcare Advocate
860-331-2441
ted.doolittle@ct.gov



Office of the
Healthcare
Advocate
STATE OF CONNECTICUT