

Testimony of

Deb Polun

Chief Strategy Officer

Community Health Center Association of Connecticut (CHC/ACT)

*In Support of
House Bill 5377: An Act Concerning Return of Health Care Provider Payments
and Site of Service Billing Requirements*

Insurance & Real Estate Committee

March 3, 2026

Thank you for the opportunity to provide comments supporting this important bill.

On behalf of the Community Health Center Association of Connecticut (CHC/ACT), and its sixteen-member community health centers, I want to thank the Committee for its dedication to listening to Connecticut's residents about these important issues. Connecticut's community health centers serve more than 452,000 people each year – including 77,000 commercially-insured patients – providing medical, behavioral health, dental, and some specialty care in hundreds of locations across the state.

CHC/ACT supports this bill, which would reduce the amount of time health insurers may cancel, deny, or demand the return of payment from health care providers from 18 to 15 months.

Health centers operate on extremely thin financial margins and cannot afford to send payments back to insurers that were received over a year before. One of our health centers noted that “We seem to be the only industry where the payer can come back 18 months later and take funds against current payments. It is an administrative and financial burden to us, when we are already struggling to get paid appropriately for what we do.” Reducing the return of payment window from 18 months to 15 months would provide greater financial and administrative stability to our health centers, while also encouraging insurers to review claims in a timelier manner.

Thank you for your consideration and your hard work on behalf of our great state. Please feel free to reach out with any questions: dpolun@chcact.org or 860.667.7820.