



MISSOURI HOUSE OF REPRESENTATIVES
WITNESS APPEARANCE FORM

BILL NUMBER: HB 860		DATE: 4/11/2023
COMMITTEE: Healthcare Reform		
TESTIFYING: <input checked="" type="checkbox"/> IN SUPPORT OF <input type="checkbox"/> IN OPPOSITION TO <input type="checkbox"/> FOR INFORMATIONAL PURPOSES		
WITNESS NAME		
REGISTERED LOBBYIST:		
WITNESS NAME: COURTNEY W HADLEY		PHONE NUMBER: 417-229-4418
REPRESENTING: PARMELE LAW FIRM		TITLE:
ADDRESS: 1545 E PRIMROSE ST		
CITY: SPRINGFIELD		STATE: MO
		ZIP: 65804
EMAIL:	ATTENDANCE:	SUBMIT DATE: 4/11/2023 12:00 AM
THE INFORMATION ON THIS FORM IS PUBLIC RECORD UNDER CHAPTER 610, RSMo.		



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WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: FELICIA VON HOLTEN		PHONE NUMBER: 417-616-2402	
BUSINESS/ORGANIZATION NAME: PARMELE LAW FIRM		TITLE: ATTORNEY	
ADDRESS: 1545 E. PRIMROSE			
CITY: SPRINGFIELD		STATE: MO	ZIP: 65804
EMAIL: f.vonholten@danielparmeleglaw.com	ATTENDANCE: Written	SUBMIT DATE: 4/7/2023 4:10 PM	

THE INFORMATION ON THIS FORM IS PUBLIC RECORD UNDER CHAPTER 610, RSMo.

My name is Felicia Von Holten. I am an Attorney and Director of SSA Operations with Parmele Law Firm. My colleague, CW Hadley, will be testifying in person in support of this bill since I am unable to attend. Imagine a time in your life when you were sick or injured. Were you limited in your daily activities? Did you have trouble concentrating on tasks or maybe even trouble comprehending what was going on around you? This is what it is like every single day for individuals who are disabled and applying for Social Security disability benefits. These individuals already struggle with day-to-day tasks, let alone trying to represent themselves during the long, grueling process of obtaining Social Security disability benefits. This is where my firm comes in. We assist individuals who are fighting for Social Security disability benefits. We typically have about 10,000 active cases at a time. To be successful in this process, medical records must be obtained. These records are the key pieces of evidence that Social Security uses in determining whether an individual is disabled. Have you ever tried to obtain your own medical records? It can be a very complicated process, especially for someone who has mental health impairments, cognitive delays, or even someone who is homeless. To properly help these individuals, your constituents, we assist them by gathering the proper medical evidence to help support their claim for disability. Unfortunately, since these individuals took the step and asked for help, which is well within their right to due process and access to justice, they are being penalized for that in the form of increased medical record costs. If an individual were to request an electronic copy of their medical records, they typically would pay \$6.50 under the HITECH act. However, when their representative in a disability case requests those same electronic records, we are charged on average \$45.00 more per medical record. That cost is ultimately charged back to the client if we are successful in their claim. This can have a huge ripple effect on a client's ability to obtain counsel and receive representation for their disability claim. As law firms, like ourselves, are forced to absorb growing medical record costs, we must become more selective about the cases we are able to take. As law firms are forced to become more selective in cases, more individuals, your constituents, are forced to try and take on this long process themselves. Unfortunately, with no representation, this means that those disability claimants usually end up on the losing end of the equation. Therefore, they have no means to support themselves. On the other hand, you have individuals who can find representatives to help them through the process, but when those representatives are successful, they must be reimbursed for medical records. An example of a client is "Joe", whose name has been changed to protect his confidentiality. Joe is a 50-year-old veteran who suffers from PTSD, neuropathy, migraines, and degenerative disc disease throughout his spine. Joe had already been found 100% disabled through the VA, but he needs additional support for his household due to the limited amount of income. Joe spent two years fighting for his disability benefits, and in the end he won his case. However, he was then faced with a \$200 bill for medical records. Another example is

“Betty”, a single mom of Timmy who is age 11. Timmy was diagnosed with autism, ADHD, and dyslexia. Timmy has an IEP in school and is several years behind his classmates. Timmy was found disabled through the SSA process but now Betty, who has a limited income, is faced with a \$210 bill for Timmy’s medical records. So, who ends up being the ultimate winner here? Is it Joe? Is it Betty and Timmy? No. It is the medical record companies who can charge these individuals more just because they decided to get help through a complicated process. Joe and Betty are being punished, not just because they are seeking justice, but because they happen to live in Missouri. If they lived in Arizona, Georgia, Illinois, Kentucky, just to name a few, they would have not faced these same costs. This bill would help ensure folks like Joe, Betty, and Timmy continue to get the representation and justice they deserve, and it would eliminate the burden of additional costs just for asking for help.



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WITNESS NAME			
REGISTERED LOBBYIST:			
WITNESS NAME: JACQUELINE WOOD		PHONE NUMBER: 573-690-0330	
REPRESENTING: MISSOURI NATIONAL GUARD ASSOCIATION		TITLE:	
ADDRESS: P.O. BOX 2251			
CITY: JEFFERSON CITY		STATE: MO	ZIP: 65102
EMAIL:	ATTENDANCE:	SUBMIT DATE: 4/11/2023 12:00 AM	
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WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: PATRICK BONNOT		PHONE NUMBER: 573-817-2554	
BUSINESS/ORGANIZATION NAME: MIRMA		TITLE: LOSS CONTROL AND MEMBER SERVICES DIRECTOR	
ADDRESS: 3002 FALLING LEAF COURT			
CITY: COLUMBIA		STATE: MO	ZIP: 65201
EMAIL: pbonnot@mirma.org	ATTENDANCE: Written	SUBMIT DATE: 4/11/2023 4:04 PM	
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MIRMA is a self-insurance pool non-profit. We are owned by our 97 Missouri municipalities. When our association, which is driven by public funds from members, are used to pay for health records related to worker's compensation claims, the public ends up paying for the bill, in some small way, essentially twice for the same injury. We are required to ask for records related to claims and cannot operate without the detail of the process health professionals use to get our employees back to maximum medical improvement. This would lower the burden to Missouri municipalities through lower worker's compensation costs. We are in favor of this legislation, thank you.



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WITNESS NAME		
INDIVIDUAL:		
WITNESS NAME: ARNIE C. DIENOFF-STATE PUBLIC ADVOCATE		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE: ZIP:
EMAIL: ArnieDienoff@Yahoo.Com	ATTENDANCE: In-Person	SUBMIT DATE: 4/11/2023 11:43 PM
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WITNESS NAME			
REGISTERED LOBBYIST:			
WITNESS NAME: DOUG NELSON		PHONE NUMBER: 573-690-7209	
REPRESENTING: CLARKSTON NELSON - ASSOC OF HEALTH INFORMATION OUTSOURCING SERVICE		TITLE:	
ADDRESS: 235 E. HIGH ST., SUITE 301			
CITY: JEFFERSON CITY		STATE: MO	ZIP: 65101
EMAIL:	ATTENDANCE:	SUBMIT DATE: 4/11/2023 12:00 AM	
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