



Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc
2101 East Jefferson Street
Rockville, Maryland 20852

February 5, 2025

The Honorable Pamela Beidle
Senate Finance Committee
3 East, Miller Senate Office Building
11 Bladen Street
Annapolis, Maryland 21401

RE: SB 372 – Support with Amendments

Dear Chair Beidle and Members of the Committee:

Kaiser Permanente is pleased to support SB 372, “Preserve Telehealth Access Act of 2025,” with the amendment offered by the League of Life and Health Insurers.

Kaiser Permanente is the largest private integrated health care delivery system in the United States, delivering health care to over 12 million members in eight states and the District of Columbia.¹ Kaiser Permanente of the Mid-Atlantic States, which operates in Maryland, provides and coordinates complete health care services for over 825,000 members. In Maryland, we deliver care to approximately 475,000 members.

Our fully integrated telehealth capabilities enhance the patient experience, improve outcomes, and expand access to routine and life-saving care. These technologies, including video, phone, and email, support interactions between patients and their physicians and other health professionals. About 40% of our ambulatory care visits are now conducted by video or phone call, with an average of approximately 30,000 video visits completed per weekday across our footprint.

To keep up with this ever-evolving paradigm and marketplace, the League is offering an amendment to require that the Maryland Health Care Commission to provide a report on the advances or developments in the area of telehealth including evolving modalities and changes in the cost of delivering services every four years. We appreciate MHCC's prior studies of telehealth usage and coverage, and we believe continued study would help the state keep up with this ever-evolving paradigm and marketplace.

Thank you for the opportunity to comment. Please feel free to contact me at Allison.W.Taylor@kp.org or (919) 818-3285 with questions.

Sincerely,

A handwritten signature in cursive script that reads "Allison Taylor".

Allison Taylor
Director of Government Relations
Kaiser Permanente

¹ Kaiser Permanente comprises Kaiser Foundation Health Plan, Inc., the nation’s largest not-for-profit health plan, and its health plan subsidiaries outside California and Hawaii; the not-for-profit Kaiser Foundation Hospitals, which operates 39 hospitals and over 650 other clinical facilities; and the Permanente Medical Groups, self-governed physician group practices that exclusively contract with Kaiser Foundation Health Plan and its health plan subsidiaries to meet the health needs of Kaiser Permanente’s members.