



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

February 22, 2023

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

**RE: SB 534 – Support with Amendments**

Dear Chair Griffith and Members of the Committee:

Kaiser Permanente is pleased to support SB 534, Preserve Telehealth Access Act of 2023, with the amendments offered by MHCC.

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.<sup>1</sup> 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. Telehealth tools are proving critical during the COVID-19 pandemic. 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.

We appreciate the work of MHCC to study and make recommendations for the future of telehealth in the state, and we support the amendment to require the Commission to study payment parity for video, audio-only, and in-person appointments and make recommendations by Dec. 1, 2024.

Thank you for the opportunity to comment. Please feel free to contact me at [Allison.W.Taylor@kp.org](mailto:Allison.W.Taylor@kp.org) or (202) 924-7496 with questions.

Sincerely,

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

Allison Taylor  
Director of Government Relations  
Kaiser Permanente

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<sup>1</sup> 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.