

**Legislative Testimony**  
**Insurance and Real Estate Committee**  
**HB 6589 An Act Concerning Third-Party Access to Participating Dental Provider Contracts**

March 15, 2021

Dear Senator Lesser, Representative Wood, and Members of the Insurance and Real Estate Committee,

My name is Denise DiBenedetto. I have been employed by Endodontics, LLC in Hamden, CT for 10 years. I work at the front desk and work directly with patients and dental insurance companies to establish treatment plans and process insurance payments for our office. I am writing in support of proposed HB 6589 – An Act Concerning Third-Party Access to Participating Dental Provider Contracts. This bill would specify the circumstances in which a health carrier may enter a contract with a third party for the purpose of providing the third party with access to a participating dental provider contract.

Our office has seen many patients that have Aetna or United Healthcare for their dental insurance. Our office is not contracted with either of these insurance companies but through the years have realized that once our claims are processed the explanation of benefits shows that the claims were processed in network with the Dentemax network. Our office was never contacted by Aetna nor United Healthcare to inform us that their claims are being processed via the Dentemax network nor does it say Dentemax anywhere on the patient's dental insurance card. Our office strongly encourages our patients with Aetna and United Healthcare to call them directly to verify if their treatment will be processed in or out of network. These additional steps are causing our patients to lose confidence in both our office and staff to properly quote them their financial responsibility.

I urge you to support HB 6589 to keep the insurance companies transparent in their practice.

Respectfully Submitted,



Denise DiBenedetto  
Endodontics, LLC  
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