

March 24, 2026

The Honorable Susan Donovan, Chair, House Committee on Health and Human Services

Via email to: [HouseHealthandHumanServices@rilegislature.gov](mailto:HouseHealthandHumanServices@rilegislature.gov)

Re: House Bill 7941, relating to insurance (payment process)

Dear Chairwoman Donovan and Members of the Committee:

On behalf of Blue Cross & Blue Shield of Rhode Island (Blue Cross), I am writing to share concerns with this proposal relating to the processing of claims.

Blue Cross recognizes the sponsors' interest in ensuring the prompt processing of claims and welcomes the opportunity to participate in conversations to address concerns and discuss system improvements.

**Blue Cross pays over 400,000 claims every month.** The claim payment process is regulated by the Office of the Health Insurance Commissioner. Health plans submit monthly reports to the Office with respect to prompt payment of claims and respond to any regulatory inquiries.

Blue Cross processes approximately 97-98% of claims within the statutory timeframe, with most claims paid within 2 days, and 90% within 14 days. That said, some take longer and there are instances of new payment programs or collaborations that can lead to delays. To the extent payment is made outside the timeframe then interest is paid at the statutory rate of 12%. This interest payment also generally applies for claims that are denied and overturned on appeal.

Adding an administrative penalty in addition to the interest rate appears to presume that the claim is delayed or denied without reason. The intent of the prompt pay statute is to ensure claims process quickly while allowing time for reasonable claims review; a policy that punishes plans with a penalty for overturned denials, in addition to the high interest rates, is problematic. It suggests plans should be making payments without sufficient time to review the claim, and that even good faith errors in claim processing should be punished as though intentional.

Blue Cross shares the goal of improving payment process. We look forward to working with the sponsor, the Senate, and advocates to further this goal and address their concerns.

Sincerely,

***Richard Glucksman***

Senior Government Relations Counsel