

# GM624

## JOAN DANIELEY

Measure Title: Submitting for consideration and confirmation to the Board of Directors of the Hawai'i Health Connector, Gubernatorial Nominee, JOAN DANIELEY, for a term to expire 6-30-2015 (Replaces GM613).

Report Title: Board of Directors of the Hawai'i Health Connector (Replaces GM613)

Description:

Companion:

Package:

Current Referral: CPN

Introducer(s):

<u>Sort by Date</u>		<b>Status Text</b>
2/6/2012	S	Received.
2/6/2012	S	Referred to CPN.
3/1/2012	S	The committee(s) on CPN has scheduled a public hearing on 03-23-12 9:00AM in conference room 229.

Hearing: March 23, 2012 9:00am Room 229

The Honorable Rosalyn H. Baker  
Chair, Senate Committee on Commerce and Consumer Protection  
Hawaii State Capitol  
Honolulu, HI 96813

RE: In support of GM 624 -Joan Danieley, for Director of the Hawaii Health Connector

Dear Senator Baker,

It is with great pleasure that I recommend Joan Danieley for confirmation for appointment as a director for the Hawaii Health Connector. Joan is the Vice President of Health Plan Service and Administration at Kaiser Permanente Hawaii. She has been in this role since 2007.

Joan has participated in the work of the health connector first as a member of the Insurance Commissioner's task force then as a member of the interim board and she now seeks to continue this work as a member of the board of directors for the connector. In her role at Kaiser Permanente she is responsible for leading the strategy, development and execution of health plan operational functions. This includes: business and network development, provider contracting, customer service, claims processing, call center, membership enrollment, billing, appeals, benefit structure, contracts, compliance, health plan systems, referrals and utilization management. She has been doing similar work for the past 15 years. Joan holds a JD and MHA from Tulane University. She is a member of the board for Aloha United Way and serves on the Pioneering Healthy Communities committee at the YMCA.

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Honolulu, Hawaii 96813  
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E-mail: frank.p.richardson@kp.org

Joan is respected by the leadership of Kaiser Permanente both in Hawaii and at the national level. She is well liked by her staff and co-workers. Her commitment to the success of the Hawaii Health Connector as a means of providing greater access to health care is evident in all of her actions to date with the connector. At Kaiser Permanente Hawaii we share and support her commitment to the connector.

On behalf of Kaiser Permanente Hawaii and myself I urge the committee and the senate to confirm Joan Danieley for appointment as a director for the Hawaii Health Connector. Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "F. Richardson", with a long horizontal flourish extending to the right.

Frank P. Richardson  
Vice President and Regional Counsel  
Legal and Government Relations

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OUR REFERENCE NO.:  
TLK-000001

March 21, 2012

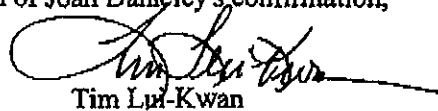
**Hearing: March 23, 2012 9:00am Room 229**

Honorable Rosalyn H. Baker, Chair  
Senate Committee on Commerce and Consumer Protection  
State Capitol, Room 230, 415 S. Beretania Street  
Honolulu, Hawai'i 96813

Re: GM 624 - Confirming the Appointment of Joan Danieley to the Hawaii Health Connector

Dear Chair Baker, Vice-chair Taniguchi and Committee Members:

Thank you for the opportunity to provide testimony in support of the Joan Danieley's confirmation as a Director on the Hawaii Health Connector (HHC) Board. Joan's nomination is an excellent appointment to the HHC Board given her long experience in health care administration, her participation on the interim board of Hawaii's Health Insurance Exchange, and her personal commitment to and understanding of the federal mandate. Her appointment can only help this program in accomplishing its important mission. I believe that Ms. Danieley's appointment to the Commission will be well received by the health care providers, insurance carriers and those members of the public which will need the services provider by the HHC.. Joan's service to the nonprofit organizations, affordable health care services and public charities over the years has demonstrated her dedication, integrity, compassion and understanding. I have found Joan to be extremely intelligent, hardworking and honest to a fault in the projects that we've worked on together. We respectfully ask for your favorable recommendation in the confirmation of Joan Danieley to the Board of the Hawaii Health Connector. Thank you again for this opportunity and your consideration of Joan Danieley's confirmation,

  
Tim Liu-Kwan

HONOLULU · HIL · KONA · MAUI · GUAM · SAIPAN · LOS ANGELES

TESTIMONY OF ROBERT TOYOFUKU IN SUPPORT OF THE NOMINATION OF  
JOAN DANIELEY FOR THE BOARD OF DIRECTORS FOR THE HAWAII HEALTH  
CONNECTOR

March 23, 2012

To: Chairperson Rosalyn Baker and Members of the Senate Committee on Commerce and Consumer Protection:

My name is Bob Toyofuku and I am testifying in strong support of Joan Danieley as a member of the Board of Directors for the Hawaii Health Connector.

I have worked closely with Joan Danieley over the past three years on a specific health issue that involved Kaiser Permanente. Joan is Vice President for Health Plan Service and Administration for Kaiser and is primarily responsible for the strategy, development and execution of health plan operational functions. Her responsibilities include, among other things, customer service, membership enrollment, and compliance and utilization management. I feel that she will be a valuable member of the Board of Directors because of her background and knowledge and my opinion is that she would be a fair and objective member of this Connector Board.

She has always impressed me with her diligence, professionalism and integrity. She is very well organized and efficient in the tasks she undertakes, has the respect of her colleagues at Kaiser and has a wealth of knowledge on various health issues that affect our community. She currently serves on the interim board of the Hawaii Health Connector and has chaired the operations work group for the exchange task force.

I urge this committee and the Senate to approve her nomination. Thank you for the opportunity to testify.

Hearing: March 23, 2012 9:00am Room 229

March 20, 2012

The Honorable Rosalyn H. Baker  
Chair, Senate Committee on Commerce and Consumer Protection  
Hawaii State Capitol  
Honolulu, HI 96813

Re: Support of GM 624/Joan Danieleley, as Director of the Hawaii Health Connector

Dear Senator Baker,

I am writing to strongly recommend Joan Danieleley for confirmation for appointment as a director for the Hawaii Health Connector. Joan is the Vice President of Health Plan Service and Administration at Kaiser Permanente Hawaii.

I have worked closely with Joan in her capacities as VP of Kaiser and President of Rainbow Dialysis, LLC during the past two years. I am very impressed with her vision, intelligence and commitment to improving our health care system in Hawai'i. She has been a key player in developing the Health Connector since its beginning, and is a valuable resource and supporter for this mission. She is trained as both an attorney and a strategist, and has a quick mind as well as being fun to work with. She holds certificates from the Kaiser Executive Program at Harvard Business School and Shingijutsu Genba Kaizen, Nagoya, Japan. She is actively engaged in and connected with our community, including chairing the Aloha United Way Emergency & Crisis Services Council, serving as secretary of the board of the Hawaii Association of Health Plans, and serving on the Pioneering Healthy Communities committee at the YMCA.

I urge the committee and the senate to confirm Joan Danieleley for appointment as a director for the Hawaii Health Connector. Thank you for your consideration.

I write this testimony on my own behalf and not as a member of any firm or organization.

Sincerely,



Ellen Godbey Carson

700 Richards St. #2601  
Honolulu, HI 96813

**RIGHTS OF CONSUMER CONSORTIUM (ROCC)**  
**P. O. Box 1153**  
**Mountain View, Hawaii 967781**  
**Phone: 808-591-0000**

March 23, 2012

**COMMITTEE ON COMMERCE AND CONSUMER PROTECTION**  
Senator Rosalyn H. Baker, Chair

DATE: Friday, March 23, 2012  
TIME: 9:00 am  
PLACE: Conference Room 229

**TESTIMONY IN OPPOSITION TO**  
**CONFIRMATION TO THE HAWAII HEALTH CONNECTOR OF**  
**JOAN DANIELEY**  
**GM 624**

Good Morning Chair Baker and members of this committee:

The RIGHTS OF CONSUMER CONSORTIUM (ROCC) is a loosely knit consortium of healthcare consumers, and small business owners, whose principal office is located on the Island of Hawaii. There are ongoing state-wide public discussions by these stakeholders on the potential impact of the ACA and the Prepaid Health Care Act and the composition of the Hawaii Connector Board of Directors which is the subject of this hearing.

The nominee is well known, and high ranking corporate officer of Kaiser Permanente, the second largest Health Insurer in the State and is the HMO prevailing plan under the Prepaid Healthcare Law. She is known for her knowledge of health plans and benefits, but in this instance this makes her appointment to the Hawaii Health Connector a bad policy decision.

According to the language in the Affordable Care Act (ACA), the Department of Health and Human Services says in the implementation of the rules: "The exchanges (the Hawaii Health Connector) will provide competitive marketplaces for individuals and small employers to directly compare available private health insurance options on the basis of price, quality and other factors...The Exchanges (Hawaii Health Connector) will help enhance competition in the health insurance market, improve choice of affordable health insurance, and give small business the same purchasing clout as

large businesses". In other words our Hawaii Health Connector, according to the Federal DHHS is here to enhance and provide competition. ROCC asserts that having a board member who is not only an employee of the second largest health insurer but is one Hawaii's most informative knowledge individual about health plans deciding what is the most beneficial to Plans, be appointed with one client (her employer) on the Board of Directors of a Private, non-profit is bad policy. This could encourage anti-trust violations and encouragement of conflict of interest behavior. It is impossible and impractical for this legislative body to legislate the relationship between a master and a servant.

Kaiser owns 19% of the health insurance market. If this fact remains constant, once the Health Exchange is established and the plans developed, Kaiser will increase its volume of business by 19% per cent if they keep the same rate of market share. There are assumptions being made that the potential income from the insurers of the Hawaii Health Connector may be \$300,000,000. Kaiser could obtain a financial windfall of \$57,926,048 if they obtain 19% of the new insurers purchasing through the connector.

There are those in the Legislature that appear to think that the Hawaii Health Connector is only an "internet marketplace" to connect uninsured individuals with insurance plans they can afford. It is the position of ROCC that this could not be further from the truth. This is what will create the inherent conflict of interest by placing a corporate officer of Kaiser on the Board of Directors of the Hawaii Health Connector. As a board member, they will control what the plan looks like, what are the benefit levels that will be required, the pricing and have control of the risk pooling. A board member does in fact have control over these discussions and decisions. ROCC would like to direct your attention to the recent minutes of the Interim Board of the Hawaii Health Connector. You will see the issues that the Connector Board is in fact intending to discuss these issues as they are laid out specifically in the minutes with decision making on issues at a later date.

Also included in these minutes is a statement by the attorney for the connector board that says: "Mr. O'Malley reported..."*He stated that the Connector is not required*



*to operate under Sunshine Law*". In other words, this nominee will not have to operate under transparency while she is representing the interest of her employer...Kaiser

Having an employee or corporate officer of an Insurer on the Board of Directors of the Hawaii Health Connector, is contrary to the policy developed by the 2003 Legislature which under Chapter 393 which removed insurance company representatives and employees from serving on the Hawaii Prepaid Health Care Advisory Board. The nomination is inconsistent with this policy and will create a perception of unfair advantage to outside health care contractors and especially the public. ROCC is appalled about these health insurance and dental plan appointments and the recent behavior of the board of the Hawaii Health Connector will cast a bad light on the State of Hawaii by the Federal Department of Human and Human Services and possibly the White House. Hawaii is thought of being The Healthy State and our history of fairness to our employers and employees in the Prepaid Healthcare Act will be overshadowed by the decision to allow this nominee to be a part of the permanent Board of Directors of the Hawaii Health Connector.

The Federal ACA made the first step by developing as its policy a necessity of including those that will be the consumer and who will pay for the mandate of obtaining health insurance, to have a bigger part of the development of the exchange. ROCC agrees this is necessary. ROCC does not agree that any corporate officer, employee or agent of a health insurer should be seated on the Board of Directors of the private non-profit enable to sell, develop benefits and having input on the risk pools while it establishes the web portal for access to the public. It is what is behind the portal that will create the conflict of interest and the distrust of the public.

**ROCC recommends that this appointee be withdrawn and approval be denied.**



Hawaii's Voice for a Better Future

COMMITTEE ON COMMERCE AND  
CONSUMER PROTECTION  
Senator Rosalyn H. Baker, Chair  
Senator Brian T. Taniguchi, Vice Chair

GM624  
CPN  
Monday, March 23 2012  
9:00 a.m.  
Room 229

March 22, 2012

**Re: GM624 Hawai'i Health Connector Gubernatorial Nominee Joan Danieley**

**In Opposition**

Sen. Baker, Sen. Taniguchi and members of the Committee:

Kokua Council joins with other consumer groups in asking the Committee to reject the nomination of Joan Danieley to serve on the Hawaii Health Connector. SB2434, according to its current wording, would remove insurers from the board.

Barring health insurers from serving on the board is in the public interest, and it is not at all unusual. As the Star-Advertiser pointed out:

**There are 21 states that either prohibit or are in the process of blocking insurers with expertise in designing health plans, from actually being board members, according to the Primary Care Association, a group that advocates for community health centers. Other states have hired independent actuaries who previously worked for an insurer but no longer have a connection to the company, or economists and consultants. Insurers also serve as advisers in other states that prohibit them from sitting on the board."**

[Star-Advertiser, Red flags raised over setup of insurance exchange, p.D1 3/18/2012]

Hawaii has been the national leader in health care protection due to its enactment of pioneering legislation such as the Prepaid Health Care Act and the Patients Bill of Rights and Responsibilities Act. Hawaii has been referred to as the "health state" for good reason.

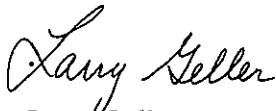
I have faith that the citizens of Hawaii will continue to enjoy superior health benefits as we move, along with other states, towards implementing the coverage mandated by the federal Affordable Care Act. This will only be assured, however, if the Legislature allows the consumer protections built into the federal Act to be reflected in Hawaii law.

The insurance exchanges to be set up in Hawaii will have the responsibility to deal with and correct the discrimination in rate-setting and coverage that currently exists against individuals and small businesses. The clear intent of the federal law is to provide fair, equitable and universal coverage to health care consumers. This will require a change from current practice in which certain dominant insurers negotiate with larger business entities for favorable rates while disproportionately raising rates for small business and individuals, as an example.

The Hawaii Health Connector is, in effect, the governing board for Hawaii's health care reform under the Affordable Care Act, and cannot be effective if comprised of representatives of only the largest insurers and the largest business interests.

Another concern is that the current makeup of the board is anti-competitive in a market where competition is already very limited.

Neither of these situations is in the public interest.



Larry Geller  
President, Kokua Council

The **Kokua Council** is one of Hawaii's oldest advocacy groups. Kokua Council seeks to empower seniors and other concerned citizens to be effective advocates in shaping the future and well-being of our community, with particular attention to those needing help in advocating for themselves. "We embrace diversity and extend a special invitation to any senior or intergenerational minded individual interested in advocating for these important issues in Hawaii."



To: Committee on Commerce and Consumer Protection  
Senator Rosalyn H. Baker, Chair

Date: March 23, 2012, Conference Room 229, 9:00 a.m.

Re: **GM 624 –Confirmation of Joan Danieley to Board of Directors of the Hawaii Health Connector**

Chair Baker and Committee Members:

AARP is a membership organization of people 50 and older with nearly 150,000 members in Hawaii. We are committed to championing access to affordable, quality health care for all generations, providing the tools needed to save for retirement, and serving as a reliable information source on issues critical to Americans age 50+.

AARP **opposes** the confirmation of Gubernatorial Nominee, Joan Danieley, to the Board of Directors of the Hawaii Health Connector due to financial conflict of interest and consumer protection concerns.

Ms. Danieley, represents and is employed by a health insurer, Kaiser Permanente – Hawaii. Allowing a representative and employee of an insurer on the board that determines the policies and rules under which insurers will be competing for customer business is an inherent conflict of interest. The consumer is not served, and is contrary to good public policy to allow board membership to individuals representing organizations who stand to gain financially by board policy and decisions.

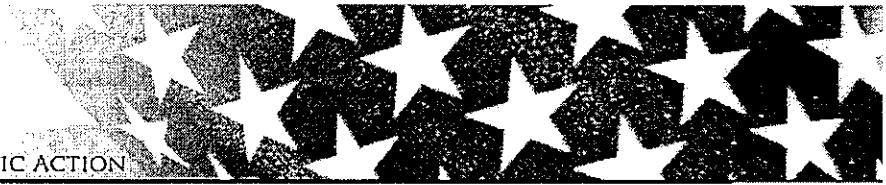
Furthermore, allowing only selected insurers onto the board is unfair to insurers not on the board, as insurers on the board would have a clear inside advantage over those that don't. AARP recognizes that insurers have an important role in the establishment of the Hawaii Health Connector and can contribute necessary information and input. It is more appropriate that insurers be appointed to non-voting advisory or standing committees reporting to the board.

In summary, consumers are best served if all insurers are excluded from serving on the board of the Hawaii Health Connector.

Thank you for the opportunity to submit testimony.



AMERICANS FOR DEMOCRATIC ACTION



OFFICERS	DIRECTORS			MAILING ADDRESS
Guy Archer, President	John Bickel	Jan Lubin		PO. Box 617
Juliet Begley, Vice-President	Karin Gill	Stephen O'Harrow	Bart Dame (Alt)	Honolulu
Fritz Fritschel, Treasurer	Tom Horton	Barbara Polk,	Josh Frost (Alt)	Hawai'i 96822
Chuck Huxel, Secretary	Nancy Bey Little	George Simson	Marsha Schweitzer (Alt)	

March 21, 2012

TO: Chair Rosalyn Baker, Vice Chair Brian Taniguchi  
Members of the Senate Committee on Commerce and Consumer Affairs

FROM: Americans for Democratic Action/Hawaii  
Barbara Polk, Legislative Chair

SUBJECT: OPPOSITION TO GM 624: APPOINTMENT OF JOAN DANIELEY

Americans for Democratic Action/Hawaii opposes the appointment of Joan Danieley to the Board of the Hawaii Health Connector because of a conflict of interest between her duties as an employee of Kaiser Foundation Health Plan and the responsibilities of the Board.

Although Act 205 of the 2011 Hawaii State Legislature calls for including insurance providers on the Board, this Act is currently under major revision House, including the exclusion of insurance providers from the Board. As such, it is inappropriate to confirm this appointment at this time.

The House Committee on Consumer Protection and Commerce recognized, as have 6 states, that having insurers on a Board to design and oversee a health insurance exchange is a conflict of interest, since insurance companies have a great deal to gain by tipping the design in their own favor. At last count, fifteen other states are currently considering excluding insurers from such Boards.

Some may wonder whether it is really important to take insurers off the Board. Following are instances of ways in which the Interim Board for the HHC has demonstrated their bias in favor of health insurers rather than consumers and failed to act with openness toward the public:

- A. Recommending separate pools for small groups and individuals, which will raise the costs for individual consumers and perhaps also for the small groups.
- B. Deciding that employers must enroll all or none of their employees in a Connector plan, thereby limiting employer and employee choices of health plans. The Federal Affordable Care Act was designed to increase choice, not decrease it.
- C. Planning a computer system that will not allow individual consumers to see the rates for small employers or vice versa, thereby violating the intent of the Affordable Care Act to increase transparency in insurance rates and plans.
- D. Deciding to allow insurance producers to sell insurance products to small business owners in competition with the Health Connector. This will allow insurance producers to cherry-pick the

low risk businesses, resulting in higher rates for others, rates that may eventually have to be subsidized by state funds.

E. Passing a "Conflict of Interest" policy, the purpose of which is stated as "to protect the interest of this nonprofit corporation," NOT to protect the interests of the general public or insurance consumers. The provisions of this policy do not permit a challenge with regard to conflict of interest from anyone outside the Board, and all discussions of conflict of interest within the Board will be shielded from public scrutiny by being held in executive session. In addition, this policy recognizes conflict of interest only in making agreements or awarding contracts, not in rule making or design of the system.

F. Making little effort to obtain input from consumer advocates, especially from advocates for individual consumers. Almost all of the Interim Boards meetings have been held in private locations (most at the HMSA headquarters). The Interim Board's practice of scheduling of time for public input at the end of a meeting, after all decisions have been made, does not provide for the Board's consideration of consumer viewpoints.

G. Failure to abide by the state's Sunshine Laws, calling into question the degree to which the Board is prepared to serve the public interest. Agenda do not conform to the Sunshine Laws, nor does notice of executive session.

H. Failure to pass rules pertaining to ethics. Because the Board will be able to make and change its own rules, it will not be subject to State ethics laws.

I. We also note that the State, on recommendation of the Health Insurance Exchange Task Force, on which she served, chose not to apply for a federal grant to fund a consumer advocate, despite the fact that the Task Force and Interim Board contain only two consumer representatives. The Interim Board has not moved to do so either.

Because of the track record of the Interim Board, and the obvious conflict of interest of some of its members, including Joan Danieley, we ask that her appointment not be confirmed.

March 21, 2012

Senator Roz Baker, Chair,  
Senator Brian Taniguchi, Vice Chair  
Senate Committee on Commerce and Consumer Affairs  
Hawaii State Capitol, Conference Room 229  
Honolulu, HI 96813

Re: GM 624, Nomination of Joan Danieleley, Kaiser Permanente to the permanent Hawaii Health Care Connector Board

Dear Senators Baker and Taniguchi,

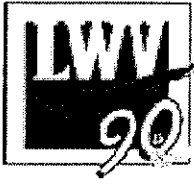
This testimony is in opposition to the appointment of Joan Danieleley, Kaiser Permanente, to the permanent Board of the Health Connector. Opposition to this appointment is in no way related to the candidates personal character or professional qualifications, which are assumed to be excellent. Opposition is completely focused on the inappropriateness of having representatives of insurers on the Board due to conflict of interest.

Board members as presently constituted, including this candidate who is being nominated as a permanent member of the Health Connector, have a clear conflict of interest—they will be setting the rules and the rates that will substantially affect their income and profit.

It is contrary to good public policy to allow board membership to individuals representing organizations that will gain financially from decisions made by the board.

Thank you for the opportunity to testify on this matter.

Sincerely, Gail Breakey, RN, MPH  
Co-Chair, Progressive Democrats of Hawaii



LEAGUE OF  
WOMEN VOTERS\*

*League of Women Voters of Hawaii*

49 South Hotel Street, Room 314 | Honolulu, HI 96813

www.lwv-hawaii.com | 808.531.7448 | voters@lwv-hawaii.com

Committee on Commerce and Consumer Protection  
Senator Rosalyn H. Baker, Chair and Senator Brian T. Taniguchi, Vice Chair

Friday, March 23, 2012 Room 229  
GM 624 — BOARD OF DIRECTORS OF THE HAWAII HEALTH CONNECTOR

TESTIMONY

Janet Mason, Vice-President, League of Women Voters of Hawaii

Chair Baker, Vice Chair Taniguchi and Committee Members:

**The League of Women Voters of Hawaii opposes the confirmation of Joan Daniely to the Board of Directors of the Hawaii Health Connector.** Ms. Daniely was nominated as a health insurer representative and we do not believe it is appropriate for insurers or insurance producers to serve on this Board.

Thank you for the opportunity to submit testimony.



**STATEMENT OF  
MARY D WAGNER  
BEFORE THE  
SENATE COMMITTEE ON COMMERCE AND CONSUMER PROTECTION**

**Friday, March 23, 2009**

**9:00 A.M.**

**State Capitol, Conference Room 229**

**COMMITTEE ON COMMERCE AND CONSUMER PROTECTION**

**Senator Rosalyn H. Baker, Chair**

**Senator Brian T. Taniguchi, Vice Chair**

**From: Mary D Wagner**

**Re: GM624, GM 625 & GM 628 – Appointees to the Health Insurance Exchange Board**

**Position: In Opposition**

**Chairs & Committee Members:**

I, Mary D. Wagner, strongly oppose the appointment of insurer representatives to the Health Insurance Exchange Board and urge the Commerce and Consumer Protection Committee to vote NO on the appointments of Jennifer Diesman (HMSA), Joan Danieleley (Kaiser Permanente) and Faye Kurren (Hawaii Dental Service).

I urge the Commerce and Consumer Protection Committee to protect state health consumers by rejecting insurance representatives and any others who have financial interests in the Health Insurance Exchange's decisions and activities.

Because HMSA, Kaiser Permanente, and Hawaii Dental Service are health insurance entities which operate as "for profit" organizations, their first interest will always be their companies' finances and not the best interests of health consumers.

I am a Kaiser Permanente member who struggles with paying hefty monthly health insurance premiums and service co-payments. If these health insurance organizations obtain representation on the Health Insurance Exchange Board, I dread the thought of the direction of future health costs and services.

It is my understanding that the state's Health Insurance Exchange will help provide coverage to as many as 100,000 Hawaii residents who are currently without insurance. That represents a new market valued at an estimated \$300 million. I strongly doubt that the insurance representatives will put profits secondary to quality health care.

I join with others that oppose these nominees. This includes the Hawaii Coalition for Health, Advocates for Consumer Rights, Americans for Democratic Action/Hawaii, Kokua Council, Progressive Democrats

of Hawaii, United Self Help, Mental Health America of Hawaii, Hawaii Disability Rights Center, and AARP Hawaii.

I believe that Hawaii should follow the lead of California, Connecticut, Maryland, Nevada, Vermont, and Washington, which have barred insurers or brokers from serving on health insurance exchange boards, and the fifteen states in which such legislation is making its way through the legislatures.

Please limit appointments to the Health Insurance Exchange Board to health consumers – ordinary citizens.

Thank you for the opportunity to submit testimony.

To: Committee on Commerce and Consumer Protection  
Senator Rosalyn H. Baker, Chair  
Senator Brian T. Taniguchi, Vice Chair

Date: March 23, 2012, 9:00am Conference Room 229

RE: GM 624 – Submitting for consideration and confirmation to the Board of Directors of the Hawaii Health Connector, Gubernatorial Nominee, Joan Danieley

Sen. Baker and members of the Committee:

Good morning committee members. My name is Casey Hewes and I have been a Registered Nurse here in Hawaii for ten years. I have worked in many settings including Queens and Castle Medical Center. I have also worked with Hawaii's seniors at Aloha Nursing and Rehab Centre.

I truly enjoy my work but through the years my colleagues and I have witnessed a vicious cycle of local insurance companies becoming more and more central to the delivery of care. I speak for the nursing community when I say local insurance companies have become too influential in the health care process here in Hawaii.

I am writing this testimony in opposition of the appointment of Joan Danieley of Kaiser Permanente, from sitting on the Board of the Hawaii Health Connector.

As you can clearly see this is a conflict of interest. This appointment will exacerbate the problem and not work towards the solution of affordable and comprehensive health care for the citizens of Hawaii.

Thank you for your time and consideration.

Sincerely,

  
Casey Hewes

Aloha, Committee members!

I'm Barbara Service; I'm an AARP volunteer and I live in Representative district 19 and Senate District 8.

I am urging you to vote no on the confirmation of Joan Danieley to the Board of Directors of the Hawai'i Health Connector, Gubernatorial Nominee, as Ms. Daniely is a representative of Kaiser Permanente.

Mahalo for allowing me to testify.

Barbara J. Servicer

Testimony for CPN 3/23/2012 9:00:00 AM GM624

Conference room: 229  
Testifier position: Oppose  
Testifier will be present: Yes  
Submitted by: Fritz Fritschel  
Organization: Individual  
E-mail: [fritlang@msn.com](mailto:fritlang@msn.com)  
Submitted on: 3/22/2012

Comments:

My understanding of the Hawaii Health Connector is to protect the interest of consumers in their search for adequate and fair health care. The appointment of Joan Danieleley as a representative of Kaiser Health presents an obvious appearance of conflict of interest in such matters. Please oppose her nomination to the board.

## **Joan Danieley Statement**

At least I have my health. How many times have we heard that phrase? Life has its highs and lows and the economy has its ups and downs but, at the end of day, we all want the comfort of knowing that whatever we face in life, at least we have our health. For most of us, good health is dependent upon having health insurance and access to care. In today's world it is probably more accurate to say "at least I have my health insurance."

Unfortunately, for many residents of Hawaii this statement is not true. Hawaii enjoys one of the lowest uninsured rates in the nation, but many still lack access to this vital protection. The mission of the Connector is to reduce the number of uninsured, while being responsive to the unique needs and circumstances of Hawaii, by providing a transparent marketplace, conducting consumer education, and providing access to premium assistance and tax credits. I believe in this mission and I have the experience and expertise to help make it a reality and ultimately help the people of Hawaii live healthier lives. This is why I want to be a member of the board.

The role of the board member is to utilize your knowledge and skills to ensure the Connector realizes its mission. The Connector exists to serve the consumer, many of whom live on different islands, live in rural areas, and come from diverse cultural and linguistic backgrounds. A board member must serve the consumer and work to make the Connector responsive to the consumer's needs. By focusing on the needs of the consumer, the board members, who bring to the table complex and varied skill sets, can align goals and strategies. Each board member must share his/her insight and ideas, must be engaged and involved, and must maintain focus on the consumers we serve.

I bring to this role over fifteen years of health care experience, as an attorney, health plan executive and clinical instructor. My success with business start ups, customer service, process optimization, provider networks, system implementations and business operations will be beneficial to the Connector as it designs the new insurance exchange, meets the requirements of the Affordable Care Act, conducts consumer outreach and implements the systems required to run an efficient and effective exchange.

My experience and expertise, coupled with my commitment to the consumer and the mission of the Connector, will help the Connector be successful. This is a unique moment in time and I appreciate this opportunity to help build the Connector and give more residents of Hawaii the assurance that they too have their health – and their health insurance.