



STATE OF HAWAII
DEPARTMENT OF HEALTH
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Testimony in SUPPORT of SB1424
RELATING TO CREDENTIALING OF HEALTH CARE PROVIDERS.

SENATOR JOY A. SAN BUENAVENTURA, CHAIR
SENATE COMMITTEE ON HEALTH AND HUMAN SERVICES

Hearing Date: February 3, 2025

Room Number: 229

1 **Department Testimony:** The Department of Health (DOH) strongly supports SB1424, which is
2 part of Governor Green's Administrative Package, to improve health care access and reduce
3 administrative burden related to the credentialing of health care providers.

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5 This bill is required to improve access to health care and reduce the administrative burden on
6 health care providers by centralizing credentialing activities into one entity. Credentialing
7 standards across the health care industry are largely similar, and health care entities that require
8 credentialing dedicate resources to largely duplicative processes for the same pool of health care
9 providers.

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11 Systems, services, and processes for which standardization and scale are key factors can benefit
12 from centralization, as opposed to decentralization where responsiveness and agility to changing
13 conditions is important. A pilot program to establish a centralized credentialing entity to which
14 providers submit their information and fees one time, and from which multiple end-users such as
15 hospitals, universities, clinics, health plans, and independent practice associations can access that
16 information should produce economies of scale, reduce overall system costs, and reduce provider
17 frustration. This should also increase patient access as providers more easily and quickly are
18 verified to participate in health plans and are privileged to provide care at health facilities.

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2 Thank you for the opportunity to testify.



**Testimony to the Senate Committee on Health and Human Services
Monday, February 3, 2025; 1:00 p.m.
State Capitol, Conference Room 225
Via Videoconference**

RE: SENATE BILL NO. 1424, RELATING TO CREDENTIALING OF HEALTH CARE PROVIDERS.

Chair San Buenaventura, Vice Chair Aquino, and Members of the Committee:

The Hawaii Primary Care Association (HPCA) is a 501(c)(3) organization established to advocate for, expand access to, and sustain high quality care through the statewide network of Community Health Centers throughout the State of Hawaii. The HPCA **SUPPORTS** Senate Bill No. 1424, RELATING TO CREDENTIALING OF HEALTH CARE PROVIDERS.

By way of background, the HPCA represents Hawaii's Federally Qualified Health Centers (FQHCs). FQHCs provide desperately needed medical services at the frontlines to over 150,000 patients each year who live in rural and underserved communities. Long considered champions for creating a more sustainable, integrated, and wellness-oriented system of health, FQHCs provide a more efficient, more effective and more comprehensive system of healthcare.

This measure, as received by your Committee, would allow the Department of Health to implement a two-year pilot project that would establish a centralized credentialing entry to which providers would submit professional education and experience information a single time. The Project would then provide a central location where multiple end-users such as hospitals, universities, clinics, health plans, and independent practice associations would have access to that information.

This measure is part of the Administration's legislative package and was proposed by the Department of Health.

During the COVID-19 pandemic, hospitals, clinics, and other health care organizations including federally qualified health centers, were inundated with sick patients. To meet this enormous public demand, these organizations recruited and hired additional physicians, nurses, and other providers, often from jurisdictions outside our state on an emergency basis. Many were flown in but could not practice until their professional credentials were formally acknowledged and recognized in Hawaii. This delay hampered efforts to help the sick and needy during this crisis situation.

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While COVID-19 no longer is the threat it was, the pandemic demonstrated a systemic problem that delays the provision of essential health care to our citizens. Having a centralized depository for credentialing information would greatly expedite and assist health care organizations in verifying that health care professionals are qualified to perform the services that were brought in to provide.

For this reason, the HPCA urges your favorable consideration of this measure.

Thank you for the opportunity to testify. Should you have any questions, please do not hesitate to contact Public Affairs and Policy Director Erik K. Abe at 536-8442, or eabe@hawaiiipca.net.



February 3, 2025

The Honorable Joy A. San Buenaventura, Chair
The Honorable Henry J.C. Aquino, Vice Chair
Senate Committee on Health and Human Services

Re: SB 1424 – RELATING TO CREDENTIALING OF HEALTH CARE PROVIDERS

Dear Chair San Buenaventura, Vice Chair Aquino, and Members of the Committee:

Hawaii Medical Service Association (HMSA) appreciates the opportunity to provide comments on SB 1424, which authorizes the Department of Health to implement a two-year pilot program that reduces duplicative activities required for the credentialing of health care providers by hospitals, universities, clinics, health plans, and independent practice associations; and establishes an advisory committee.

HMSA supports the intent of this measure and advocates for solutions that look to reduce administrative burden while ensuring patients receive the highest level of care. We appreciate the state's approach to address this aspect of credentialing of health care providers.

Thank you for the opportunity to testify on this measure.

Sincerely,

Dawn Kurisu
Assistant Vice President
Community and Government Relations

LATE

SB-1424

Submitted on: 2/2/2025 5:36:55 PM

Testimony for HHS on 2/3/2025 1:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Jacob Wiencek	Individual	Support	Written Testimony Only

Comments:

Aloha Committee Members,

Hawaii remains one of the most over-regulated states in the country. This has a negative impact on the opportunities offered to middle- and working-class residents. Burdensome and duplicative qualification requirements hurt individuals and benefit no one.

I urge this Committee to SUPPORT this bill!

SB-1424

Submitted on: 2/2/2025 1:42:00 PM

Testimony for HHS on 2/3/2025 1:00:00 PM

LATE

Submitted By	Organization	Testifier Position	Testify
Lea Minton	Individual	Support	Written Testimony Only

Comments:

This is an excellent idea. As a provider, it is an extraordinary burden to have to continually complete these multi-page documents for each health plan that I am being credentialed with at each place of employment, when it is continuously repetitive. Employers have had to set aside time upon hire for me to complete credentialing paperwork, in which case, this is time not spent providing care to patients. Additionally, I have experienced working at an FQHC and a private clinic that had difficulty moving the credentialing process forward, where it took over a year for my credentialing to be completed. This is unnecessary and burdensome. It definitely impacted patient care where I was unable to see patients who had specific insurance that I had not yet been credentialed with under that current employer, even if I had already been credentialed with that health plan before. This was due to work flow issues from the respective departments within my employers handling credentialing.

If we had a centralized credentialing process, this could relieve a great deal of the credentialing burden on employers, it would reduce the repetitive nature of paperwork for us as providers, and it would expedite our time to be able to see patients as the centralized credentialing program would be efficient and not take over a year to provide credentialing information to health plans.

Thank you for the opportunity to support SB1424. As healthcare provider I feel it is imperative that we support measures that streamline the administrative burden within healthcare so that we can focus on caring for our communities.

Mahalo,

Le'a Minton, MSN, APRN, CNM