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**TESTIMONY OF  
Kevin Lembo  
State Comptroller  
in Support of the Nomination of  
Victoria Veltri of Colchester to be the Healthcare Advocate**

Executive and Legislative Nominations Committee

April 5, 2011

Good morning Senator Looney, Representative Janowski, Senator Fasano, Representative Piscopo and members of the Executive and Legislative Nominations Committee. For the record, I am Comptroller Kevin Lembo and I am pleased to offer this testimony in support of the nomination of Victoria Veltri as the state's next Healthcare Advocate.

The independent Office of the Healthcare Advocate (OHA), created in law by this body in 1999, has a three-fold mission: educating patients about their rights and responsibilities under their health insurance plan, providing direct support and advocacy for patients and their families when appealing insurance company denials, and working with you and the Executive branch in the development of policy and law that protects consumers. Vicki scores high marks for her dedication to this mission, and her tireless advocacy on behalf of the people of the State of Connecticut.

It was an honor to work alongside Vicki Veltri when I was the Healthcare Advocate, and she served as the agency's General Counsel. She is a patient and resourceful educator - informing and empowering consumers with tools to navigate the complicated world of health care and

insurance. Vicki is also a fair and tenacious advocate who calmly and firmly presses the case for patients and their families every day. Finally, she is a proven policy partner who brings a keen mind and tremendous heart to the development of law and regulation.

Vicki's nomination enjoys the support of her colleagues – past and present; the support of the larger advocacy community; support from an insurance industry that often finds itself across the table from OHA, but respects Vicki's role and her fairness; support from patients and their families; and, the support of medical providers and hospitals who have come to rely on the Office of the Healthcare Advocate to build the case for the care their patients need.

Victoria Veltri embodies the mission of the Office of the Healthcare Advocate.

I commend the work of the Advisory Committee to the Healthcare Advocate for their nomination process, and praise the Governor for his selection of Ms. Veltri. She is an exemplary candidate who is worthy of your support.

Thank you for your consideration.