

I am writing to express my strong support of SB 550 and to urge the committee to advance this important legislation. My name is Hilary Hall, and I am a stay-at-home mother of three children living in Salem.

Our family has been under the care of Dr. Haff since my middle son was just six months old, after a series of truly distressing and discouraging experiences with other pediatricians in our area. From our very first visit, Dr. Haff stood out as exceptionally knowledgeable, competent, and thoughtful. Just as importantly, she has consistently been kind, compassionate, and patient — qualities that matter deeply when you are a parent advocating for your child's health.

Over the years, Dr. Haff has treated both me and my children for a variety of chronic and acute conditions using a thoughtful, individualized approach. This has included modalities such as acupuncture, herbal tinctures, homeopathy, and, when appropriate, conventional allopathic treatments. Her care has never been ideological — it has been practical, evidence-informed, and focused on what is safest and most effective for each patient.

She has also played a critical role in coordinating care for my children. All three of my kids have required occupational therapy and speech therapy at different times, and Dr. Haff helped identify those needs early and connect us with appropriate specialists. Because of her attentiveness, my children received support sooner rather than later, which has made a lasting difference in their development.

In addition to ongoing care, Dr. Haff has supported our family through some genuinely frightening medical situations — including a febrile seizure, an anaphylactic reaction to a wasp sting, and a 106-degree fever when my son was just two years old. In those moments, having a provider who knows your child, responds quickly, and can confidently guide you through next steps is invaluable. Her calm presence and sound judgment helped us navigate emergencies safely and without panic.

When we first began seeing Dr. Haff, our private insurance through Cigna covered her visits, which made her care financially accessible for our family. As you can imagine, her presence in our lives means a great deal. So I was devastated to learn — while eight months pregnant with my daughter — that my husband's employer was switching insurance plans to United Healthcare and that Dr. Haff's services would no longer be covered.

Despite paying extremely high insurance premiums, we were suddenly faced with the reality that continuing care with a provider we trust would require paying entirely out of pocket. This created a significant financial strain. Still, I knew that Dr. Haff was irreplaceable. The continuity of care, the trust she had built with my children, and the quality of treatment she provided were not things I could simply walk away from. We made the difficult decision to absorb the additional cost because our children's health and well-being depend on it.

Bills like SB 550 matter to families like mine. They recognize that high-quality, patient-centered care should not be inaccessible simply because it doesn't fit neatly into a narrow insurance framework. Parents deserve the ability to choose providers who meet their children's needs, and qualified practitioners deserve to be able to serve their patients without unnecessary barriers.

Thank you for your time and for considering my family's experience in support of SB 550.