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ONE HUNDRED FIFTEENTH CONGRESS
Congress of the United States
House of Representatives

COMMITTEE ON ENERGY AND COMMERCE

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September 26, 2018

Mr. Mark Mishek
President and CEO
Hazelden Betty Ford Foundation
P.O. Box 11
Center City, MN 55012

Dear Mr. Mishek:

Thank you for appearing before the Subcommittee on Oversight and Investigations on July 24, 2018, to testify at the hearing entitled "Examining Advertising and Marketing Practices within the Substance Use Treatment Industry."

Pursuant to the Rules of the Committee on Energy and Commerce, the hearing record remains open for ten business days to permit Members to submit additional questions for the record, which are attached. To facilitate the printing of the hearing record, please respond to these questions with a transmittal letter by the close of business on Thursday, October 11, 2018. Your responses should be mailed to Ali Fulling, Legislative Clerk, Committee on Energy and Commerce, 2125 Rayburn House Office Building, Washington, DC 20515 and e-mailed in Word format to Ali.Fulling@mail.house.gov.

Thank you again for your time and effort preparing and delivering testimony before the Subcommittee.

Sincerely,



Gregg Harper
Chairman
Subcommittee on Oversight and Investigations

cc: The Honorable Diana DeGette, Ranking Member, Subcommittee on Oversight and Investigations

Attachment

Attachment—Additional Questions for the Record

The Honorable Gregg Harper

1. According to information provided to the Committee, Hazelden Betty Ford said it receives 1,400 a week. How many of those calls result in an admission to one of your facilities?
 - a. How are the majority of calls that your company receives generated (a specific website, an advertisement, etc.)?
2. Are Hazelden Betty Ford's call center employees sales representatives or do they have any clinical background?
 - a. Do they disclose that status to callers?
3. The decision to seek treatment for yourself or a loved one is a big decision, and one that many individuals make without a good understanding of the treatment options that are available or that would best meet their needs. It's a big responsibility for whomever is on the other end of the line. How are those employees trained?
 - a. Do they have any formal education, certifications, or accreditation to be doing a clinical assessment and recommending or referring individuals to a treatment facility that is right for that patient?
 - b. If employees that are answering phone calls have no medical training, and in some cases no formal educational training at all, do you believe that they are qualified to be making recommendations to individuals seeking clinical treatment?
4. When an individual is seeking treatment at your facilities, can you describe who they would speak to and what kind of assessment would be made before it is determined that your facility is the right facility for them?
 - a. What happens if your facility is not the right place for a person to seek treatment? Who makes that decision, and what would happen to that individual?
5. Does Hazelden Betty Ford pay or receive any sort of fees to receive referrals or to obtain patients?
 - a. Has Hazelden Betty Ford ever been approached and asked to pay any sort of fee in order to have patients referred or sent to your facilities? If so, can you please explain the circumstances.

- b. In your experience, is this a common occurrence within the industry?
6. Is there anything else that you'd like to add, clarify, or correct for the record?

The Honorable Gus Bilirakis

1. What entity is responsible for auditing your facilities? Since opening your doors, how many times have you been audited, and is your experience unique or common in the industry?