



northwesthumanservices  
changing lives

April 9<sup>th</sup>, 2013

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Connection Program  
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HOTLINE  
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HOAP  
(Homeless Outreach  
& Advocacy Project)  
503.588.5827  
503.315.0714 FAX

HOST  
Youth & Family Program  
503.588.5825  
503.361.0383 FAX

West Salem Clinic  
Medical  
503.378.7526  
503.585.4278 FAX  
Mental Health  
503.588.5816  
503.588.5803 FAX  
Dental  
503.315.0712  
503.325.0721 FAX

Total Health  
Community Clinic  
Medical  
503.606.3288  
503.606.3287 FAX

Representative Mitch Greenlick, Chair  
Representative Alissa Keny-Guyer, Vice-Chair  
Representative Jim Thompson, Vice-Chair & Committee Members  
900 Court St NE, H-493  
Salem, OR, 97301

Re: Support of House Bill 2020

Dear Chair Greenlick, Vice Chairs Keny-Guyer and Thompson, & Committee Members,

This letter is written in support of HB 2020 to standardize credentialing of mental health providers and reciprocity across all CCO's.

Northwest Human Services, Inc. has provided medical, dental and mental health services to adults and children of Marion and Polk Counties for over forty years. We have historically endured long and laborious credentialing processes in the world of managed care and private health plans to credential our providers. Each health plan has had the same objective, and that is to uphold a standard of qualification for health care professionals providing services to members of our community. There is little argument with this goal. Each organization, however, has required separate and distinct processes for gathering "primary source verification" of schooling and licensing as well as variations in additional information required and acceptance of sources to verify professional references, licensing history, criminal background checks, malpractice history, etc. etc. The cost in terms of time and staff resources to submit, review, and re-submit information is substantial and the process has taken 45-120 days per provider per health plan. Lack of standards and absence of reciprocity creates significant delays in our ability to recruit and employ staff in a timely fashion to meet the increasing demands for our health services.

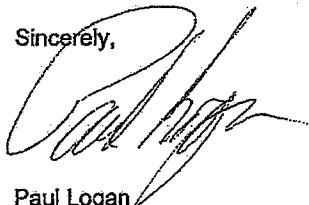
As CCO's are in their infancy, now is the time to take a common sense approach to save costs and standardize the process of credentialing mental health services.

HB 2020 will engage CCO's and mental health providers in a collaborative manner to create a uniform standard for the credentialing of behavioral health providers. By means of this legislation, once a mental health provider organization is credentialed with one CCO, reciprocity is created, reducing administrative overhead and freeing credentialed organizations to contract with additional CCO's and begin providing services in a timely fashion.

HB 2020, in our opinion, outlines a straight-forward and cost-effective way to streamline credentialing of mental health providers and eliminate administrative redundancy.

Thank you for the opportunity to voice the support of Northwest Human Services for HB 2020.

Sincerely,



Paul Logan  
Chief Executive Officer  
Northwest Human Services

