

Submitter: Peggy Grace CHUN
On Behalf Of:
Committee: House Committee On Behavioral Health and Health Care
Measure, Appointment or Topic: HB2029

I've been in practice as an Oregon Licensed Professional Counselor since 1989, a member of WOMHA since its inception, and a past member of the board's HIQC (Health Informatics and Quality Control Committee). I've had several unfortunate experiences with insurance companies, 1 that indeed felt illegal. I was working with a patient with severe trauma and the insurance utilization review person informed me that I had to see my patient for less time and use only their approved treatment modalities. I told them this would be against my professional clinical judgement, and the person was unwilling to answer my questions. Another instance was when I was treating an older client whose grandson had died of suicide. Her treatment was complicated and ongoing. I was consistently paid by the company, until I received a letter stating the insurance company decided her treatment was not approved and required reimbursement for the past year. I was stunned. Many of my colleagues stopped accepting insurance and only accept direct pay because of these ongoing hassles, intimidation and costly roadblocks. Some stopped practicing. This unfortunately lessens necessary services and support to Oregonians, especially those with less means. Please continue your serious consideration of this necessary and vital legislative bill that would absolutely help retain more care providers, and thus care for more Oregonians. Thank you.