

Submitter: Christina Enticknap  
On Behalf Of:  
Committee: House Committee On Behavioral Health and Health Care  
Measure, Appointment or Topic: HB2029

I'm a mental health therapist. I have been in practice for over 20 years, the last 13 in private practice. I chose to built my business around accepting insurance as after years in community mental health, accessibility and affordability was (and still is) very important to me. Working with insurance companies has lots of challenges, externally determined rates, prior authorizations, coordination of benefits when dually insured, delayed payments, filing deadlines, inconsistent benefits, changing guidelines around billing modifiers, advocacy needed for denied payments, lots of phone calls - and horrible customer service. To top it off, we all have heard stories about insurance audits, unethical policies about clawing back payments, and stressful costly legal battles. This is why several of my colleagues refuse to accept insurance. Insurance companies should have to abide by a code of ethics just like providers. I strongly encourage you to support this bill and more regulation for insurance companies.