

To Whom It May Concern:

I am writing to urge your support for HB 3134, a critical piece of legislation that seeks to reform the burdensome prior authorization process for therapy services in Oregon. As a dedicated physical therapist and owner of Hopstown Physical Therapy in Beaverton, I have witnessed firsthand how these delays and denials negatively impact patient care and place undue administrative strain on healthcare providers.

Our clinic primarily serves outpatient orthopedic patients, including many who require post-surgical rehabilitation. We treat approximately 120 patients per week, many of whom have undergone procedures such as ACL reconstruction, rotator cuff repair, or total joint replacement. These individuals require timely, comprehensive therapy to regain mobility, strength, and confidence in their movement. However, prior authorization requirements routinely restrict the number of approved therapy sessions, forcing us to space visits out inconveniently and discharge patients before they are medically ready.

I have encountered numerous cases of post-operative patients who receive a very limited number of physical therapy sessions due to prior authorization constraints. These patients have already struggled functionally for an extended period before surgery, yet they are expected to achieve full recovery within an unreasonably short timeframe dictated by insurers rather than medical necessity. The lack of individualized consideration in the authorization process directly undermines patient outcomes, increases the risk of re-injury, and ultimately leads to higher long-term healthcare costs.

Beyond harming patients, the prior authorization process places an excessive administrative burden on our clinic. Each request takes approximately 15-20 minutes to complete, and our therapists often handle three or more per day, resulting in over one hour of additional administrative work per provider daily. This is time that should be spent delivering hands-on care. Moreover, the process is riddled with inefficiencies, including redundant questions asked both electronically and verbally, further wasting valuable time and resources. As a small business, this financial and operational strain is unsustainable. Additionally, the work-life balance of our physical therapists is suffering, as they are forced to spend more time on paperwork and less time doing what they were trained to do—help patients heal.

Reforming the prior authorization system is not just a matter of convenience; it is a matter of patient safety and healthcare efficiency. HB 3134 presents a meaningful solution that would streamline this process, allowing providers to focus on delivering timely, necessary care rather than battling unnecessary bureaucratic hurdles. I strongly urge you to support this bill to ensure that Oregon patients receive the care they need without delay.

Thank you for your time and consideration.

Sincerely,

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