

Submitter: Marilyn McCalister

On Behalf Of:

Committee: House Committee On Behavioral Health and Health Care

Measure, Appointment or Topic: HB3134

I want to express my support for HB 3134. In my job as Office Manager for Impact Physical Therapy of Banks I have to fight daily with insurance companies to try to get authorized visits for our patients. Just one example of the hassle is an 11 year old pediatric patient. His Podiatrist sent a referral for him to have visits 2x's weekly for 8 weeks in order to hopefully keep him from having to have surgery. His insurance plan says that he has 60 Physical Therapy visits per year, yet we are required to obtain authorization for him to utilize any of those visits. Our provider has to do an Evaluation and Plan of Care which I then send into the insurance company. They gave him 3 visits. Our provider then had to do a Progress Note to ask for more visits. They gave him 2 visits. We are in the process of submitting another Progress Note to try to get him more visits. It is a very time consuming process not only for me but for the Provider and this is only one of our many patients that we have to do authorizations for. The mother of this patient is very upset because she does not understand the process by which authorizations have to be obtained. She knows that her son has 60 visits per year and does not understand why he is not being able to have them. She does not want her son to have to undergo surgery. This is tying the hands of the Podiatrist and our Physical Therapist in the treating the little boy the way that would be most beneficial to him. This lack of being able to get the correct amount of treatments can have lifelong consequences for this little guy. Hard working Oregonians are paying more and more in health insurance premiums but yet are having fight more and more to be able to access what they are paying for. Health Insurance companies are causing undo work and stress to both patients and providers. Please pass HB 3134.