

Submitter: Karen Stiltner
On Behalf Of:
Committee: House Committee On Behavioral Health and Health Care
Measure, Appointment or Topic: HB3134

To Whom It May Concern:

I am writing to express my strong support for HB 3134, a critical bill aimed at addressing the burdensome prior authorization process that continues to harm patients and hinder healthcare providers across Oregon.

My name is Karen Stiltner, and I am the Office Manager at Impact Physical Therapy in Hillsboro, Oregon, and I am also a patient who needs physical therapy services. Our clinic serves a diverse patient population, providing essential care for pediatric therapy, post-surgical rehabilitation, sports injury rehabilitation, motor vehicle injuries, veterans' rehabilitation, and geriatric physical therapy to support independent living. We care for over 200 patients weekly, many of whom rely on timely, consistent physical therapy to restore function and improve their quality of life.

Unfortunately, the current prior authorization system frequently disrupts this vital care. We see many patients with multiple injuries — including back, knee, ankle, and shoulder conditions — struggling to regain independence and manage day-to-day tasks without assistance. Physical therapy is essential for these individuals to recover, yet even though they pay for these benefits, authorizing agents often approve only two or three sessions initially. By the time we fight for additional sessions, patients lose the progress they've made, forcing them to restart from square one. This is a waste of time and resources for everyone involved — but most importantly, the patient suffers the greatest consequences, enduring prolonged pain, functional setbacks, and increased financial costs.

Beyond patient suffering, the administrative burden on our clinic is overwhelming. We spend more than 15 hours weekly on prior authorization tasks — hours that could and should be spent providing direct patient care. Staff members endure long holds, receive inaccurate benefit summaries, and are required to submit redundant paperwork repeatedly. This excessive administrative workload siphons time and energy away from patients, contributing to staff burnout and slowing down the delivery of essential treatment.

HB 3134 represents a vital step forward. By streamlining the prior authorization process, this bill would ensure that patients receive timely, medically necessary care without unnecessary administrative roadblocks. It would also alleviate the strain on clinics like ours, allowing us to focus on what truly matters: helping our patients heal

and regain their independence.

I urge you to support HB 3134 and prioritize reform that protects patient outcomes and strengthens Oregon's healthcare system. Thank you for your time and attention to this urgent matter.

Sincerely,

Karen Stiltner Office Manager Impact Physical Therapy Hillsboro,
Oregon
karens@impactpthillsboro.com 503-615-5969