

Subject: Support for HB 4028 – Protecting Mental Health Providers and Patient Access

Dear Chair Pham and Members of the Behavioral Health Committee

My name is Cyneé Godshall, and I am a Licensed Professional Counselor and Licensed Art Therapist working at my private practice, Soft Tones Art Therapy in Portland, Oregon. I am writing to express my strong support for HB 4028.

This bill provides essential protection for small and independent mental health providers against increasingly aggressive and predatory insurance practices. Each year, insurance audits grow more frequent and more punitive, requiring extensive time and energy to ensure every detail of my documentation meets shifting and often unclear standards. Despite providing ethical, necessary, and high-quality care, I live with the constant fear that a minor technical error could result in denied claims or repayment demands.

This ongoing threat of lost income creates significant stress and instability. Like many providers, I have seriously considered leaving insurance networks—or even the profession entirely—because of these pressures. In fact, I already have great ambivalence regarding seeking new contracts with several insurers, and may instead move towards a private pay practice, due in large part to concerns addressed in this bill. While it does not address all concerns, if I could trust that my income would remain mine if I follow a clear set of expectations, then I would feel more inclined to accept a variety of insurers, remaining accessible to a diversity of clients. Ultimately it is the client who suffers, and would benefit from enhanced protections for therapists.

HB 4028 recognizes that insurance companies currently hold disproportionate power over small and solo mental health providers. It acknowledges the growing pattern of retroactive denials and recoupments for legitimately delivered services, and it takes meaningful steps to address this imbalance.

By establishing reasonable protections and clearer standards, HB 4028 will help providers remain financially stable, continue serving insured clients, and focus on what matters most: delivering high-quality mental health care to Oregonians. This bill supports both providers and the communities we serve.

Thank you for your leadership and for your support of HB 4028. I appreciate your commitment to protecting access to mental health care across our state.

Sincerely,

Cyneé Godshall, LPC, LAT, ATR

Soft Tones Art Therapy, LLC

Portland, Oregon

