

Submitter: Laura Gordon
On Behalf Of:
Committee: House Committee On Behavioral Health
Measure, Appointment or Topic: HB4028

Dear Chair Pham and Members of the Behavioral Health Committee,

My name is Laura Gordon, and I am a Clinical Social Work Associate at Energy Matters in Portland, Oregon. I am writing to express my strong support for HB 4028.

This bill provides essential protections for small and independent mental health providers facing increasingly aggressive and punitive insurance audit practices. Over the years, audits have become more frequent, more adversarial, and more opaque. They require extensive time and emotional energy to navigate shifting documentation standards that are often unclear or inconsistently applied.

Despite providing ethical, medically necessary, and high-quality care, many therapists practice under a constant sense of fear and anxiety—worrying that a minor technical discrepancy could result in retroactive denials, repayment demands, or financial penalties. This chronic stress does not exist in isolation; it directly impacts our ability to be fully present, grounded, and focused with our clients. Time and mental bandwidth that should be devoted to clinical care are instead consumed by fear of audits and financial insecurity.

This ongoing threat of lost income creates instability for providers and contributes to burnout and workforce attrition. Like many of my colleagues, I have seriously considered leaving insurance networks—or the profession entirely—not because of the work itself, but because of the unsustainable pressure created by insurance practices. When therapists are pushed out in this way, patients lose access to care, waitlists grow longer, and community mental health needs go unmet.

HB 4028 appropriately recognizes the disproportionate power insurance companies currently hold over small and solo mental health providers. It acknowledges the growing pattern of retroactive denials and recoupments for legitimately delivered services and takes meaningful steps to restore balance and fairness.

By establishing clearer standards and reasonable protections, HB 4028 will reduce unnecessary fear and instability, allow providers to remain financially viable, and enable us to focus on what matters most: delivering thoughtful, effective mental health care to Oregonians. This bill ultimately protects both providers and the clients we serve.

Thank you for your leadership and for your consideration of HB 4028. I appreciate

your commitment to safeguarding access to mental health care across our state.

Sincerely,
Laura Gordon, CSWA
Energy Matters
Portland, Oregon