

Submitter: Deborah Devine
On Behalf Of:
Committee: House Committee On Behavioral Health
Measure, Appointment or Topic: HB4028

Written Testimony in Support of Oregon HB 4028

Submitted by:
Debbie Devine, LMFT
Mental Health Provider
Medford, Oregon

HB 4028 is a vital step toward strengthening Oregon's behavioral health care system by ensuring that providers can focus on delivering high quality care rather than navigating overly burdensome and opaque insurance audit practices.

As a licensed mental health professional providing care in Oregon, I see firsthand how excessive or unclear audits by insurers and coordinated care organizations divert limited time and energy away from client care.

Behavioral health providers already face workforce shortages, high demand, and increasing administrative requirements. When audits are punitive or poorly defined, they contribute to burnout and threaten access to essential mental health and substance use treatment services.

HB 4028 establishes reasonable guardrails around audit practices while preserving appropriate oversight. By clarifying expectations, limiting arbitrary audits, and requiring enhanced reporting to the Department of Consumer and Business Services, this bill promotes transparency, accountability, and fairness across the system. These protections ultimately benefit patients by supporting continuity of care and provider sustainability. Reducing unnecessary administrative burden is not about avoiding accountability—it is about building a system that functions efficiently, ethically, and humanely. When behavioral health providers are supported rather than destabilized, they are better able to remain in practice and

serve Oregonians who
urgently need care.

HB 4028 reflects Oregon's commitment to a strong, sustainable behavioral health
infrastructure. I
respectfully urge legislators to support this bill and vote yes.