

Written Testimony in Support of HB 4028

Dear Chair Pham and Members of the Behavioral Health Committee,

My name is Tanya Fountain, and I am a Licensed Clinical Social Worker in private practice in Salem, Oregon. I am writing to offer my strong support for HB 4028.

As a solo provider and single parent in a one-income household, the financial impact of retroactive insurance clawbacks can be devastating. I spend a significant amount of time navigating insurance requirements that are often unclear, inconsistently applied, and revealed only after the fact through audits. Even when I provide medically necessary, ethical, and well-documented care, there is an ongoing fear that a minor documentation or coding issue could result in retroactive denials or repayment demands months or years later. The ongoing uncertainty around audits has been a source of consistent stress and makes it difficult to manage the administrative and financial aspects of my practice.

HB 4028 addresses these challenges in practical and balanced ways. By requiring insurers to clearly disclose medical management practices, limiting how far back audits can reach, preventing clawbacks based solely on correctable clerical errors, and allowing reasonable repayment timelines, this bill provides important protections that ensure insurers are more transparent and accountable in their audit practices. These protections are especially critical for solo and small practices that do not have billing departments or legal teams to absorb the impact of aggressive audits. These reforms would ensure that clients, especially those on Medicaid or from underserved communities, can continue to access consistent, high-quality behavioral health care.

Supporting HB 4028 is not only about protecting providers; it's about maintaining access to care for the communities we serve. I urge you to support this bill which will help create clearer, fairer, and more predictable audit and repayment processes for behavioral health providers in Oregon.

Thank you for your time and consideration.

Sincerely,
Tanya Fountain, LCSW
Salem, Oregon