

Dear Chair Pham and Members of the Behavioral Health Committee:

My name is Shane Knox, and I am an LMFT working in private practice in Eugene, OR. I am writing to express my support for HB 4028.

Although audits are an important part of the healthcare system to prevent fraud and abuse, audits have been weaponized and abused by insurance companies to go after clinicians, hoping to find small technical errors to justify “clawing back” payments. This can result in payment reversals that threaten the financial stability of small practices, and create undue stress and burden on the already burdened healthcare system. This also creates unnecessary work, as therapists are incentivized to document every detail of sessions, not in service of the client, but as a defense against increasingly aggressive audits.

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,

Shane Knox, LMFT

Eugene, OR