

Submitter: Yulia Brockdorf

On Behalf Of:

Committee: House Committee On Behavioral Health

Measure, Appointment or Topic: HB4028

I am writing in support of House Bill 4028 because I have lived this problem firsthand, and so have most of the mental health professionals I know in our state.

I have had the honor of working with some of the most vulnerable populations in this state, including refugees, survivors of domestic violence, and veterans whose trauma runs far deeper than most people understand. Throughout that time, I have believed that the systems surrounding this work were built to support it. That belief has been quietly and steadily undermined by how audits and clawbacks are currently being carried out.

I have experienced this firsthand. In practice, here is what tends to happen. A provider sees a patient and documents the visit carefully. They follow the clinical guidelines they were trained in and do their job responsibly. Then, months later, sometimes well over a year, a letter arrives from the insurer indicating that a portion of payment is being recouped. The provider is then placed in the position of repaying the amount, sometimes immediately, or taking on the considerable burden of contesting the decision.

The effect of this over time has been a quiet exodus from insurance networks. Providers who are skilled, thoughtful, and committed to their patients are stepping away from contracts because the financial risk has become untenable. The patients who bear the weight of that are not the ones with options.

HB 4028 asks for something that should not be controversial. It asks that insurers communicate their requirements clearly before holding providers accountable to them. It sets reasonable timelines for audits. It closes the door on clawbacks rooted in clerical errors or in standards that were never properly disclosed. These are not sweeping reforms. They are the kind of baseline expectations that allow a healthcare system to function with a measure of fairness.

I respectfully urge this committee to support this bill,
Yulia Brockdorf, LPC