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## MEMORANDUM

To: Chair Pham, Vice-Chairs Javadi and Edwards and members of the House Committee on Behavioral Health

From: Marty Carty, Governmental Affairs Director, Oregon Primary Care Association

Date: February 3, 2026

Re: Support HB 4083 – Credentialing

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Coordinated Care Organization (CCO) credentialing remains a significant challenge for healthcare providers and continues to place a substantial administrative and financial burden on federally qualified health centers (FQHCs).

The credentialing process is often lengthy, complex, and inconsistent across CCOs. Each has its own application requirements, documentation standards, and timelines. Providers must repeatedly submit the same information—licenses, certifications, malpractice coverage, work history, and attestations—often in different formats and through multiple portals. Even minor discrepancies or missing documents can delay approval for weeks or months.

These delays have serious consequences for FQHCs and providers. During the credentialing period, clinicians may be unable to bill insurance for services already rendered, leading to lost or delayed revenue. For newly hired providers, this can create significant financial strain and disrupt patient access to care. In some cases, providers are forced to postpone seeing insured patients altogether, despite workforce shortages and high patient demand.

Additionally, the credentialing process requires considerable staff time and expertise. FQHCs must dedicate administrative personnel to tracking applications, responding to follow-up requests, correcting errors, and managing ongoing recredentialing cycles. For FQHCs, this workload diverts resources away from patient care.

In summary, CCO credentialing is difficult for providers because it is time-consuming, duplicative, and costly. Streamlining requirements, improving communication, and standardizing processes across CCOs would significantly reduce administrative burden and allow providers to focus more fully on delivering high-quality patient care.

**The Oregon Primary Care Association (OPCA) is the nonprofit membership organization for the state's 34 federally qualified health centers (FQHCs). OPCA member clinics deliver comprehensive, culturally responsive integrated medical, dental, and behavioral health services for traditionally underserved communities. As a unifying voice of Oregon's FQHCs, OPCA drives transformative policy development to advance health equity across the state and beyond.**