

Submitter: Kalia Feldman-Klein
On Behalf Of:
Committee: House Committee On Behavioral Health
Measure, Appointment or Topic: HB4028

Subject: Support for HB 4028 – Protecting Mental Health Providers and Patient Access

Dear Chair Pham and Members of the Behavioral Health Committee

My name is Kalia Feldman-Klein. and I am a Licensed Professional Counselor in private practice, and have previous experience working for a variety of mental health agencies and counseling centers. I have been in the field for ten years, and I am writing to express my strong support for HB 4028.

This bill provides essential protection for small and independent mental health providers against increasingly aggressive and predatory insurance practices. Each year, insurance audits grow more frequent and more punitive, requiring extensive time and energy to ensure every detail of my documentation meets shifting and often unclear standards. Despite providing ethical, necessary, and high-quality care, I live with the constant fear that a minor technical error could result in denied claims or repayment demands--sometimes months or years after the service was provided.

This ongoing threat of unexpected lost income creates significant stress and instability. Like many providers, I have seriously considered leaving insurance networks because of these pressures. When therapists are pushed out in this way, it is ultimately patients who suffer.

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.

It is only reasonable that insurance companies provide clear guidelines around documentation requirements in order to set clinicians up for success. The language of HB 4028 provides common sense guidelines to support clinicians in providing compliant documentation and will set clinicians up for success to pass audits if they do occur. 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. I fear that without passing legislation such as HB 4028 the number of providers willing to be on insurance panels will shrink over time due to the unduly burdensome practices of insurance companies during audits.

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,
Kalia Feldman-Klein, LPC
Ashland, Oregon