

Feb 4, 2026

To Chair Pham and Members of the Behavioral Health Committee-

As a mental health therapist and co-owner of a mental health clinic in Portland, Oregon, I support HB 4028. Our team of 14 provides outpatient mental health services to Oregonians in the Portland metro area and across the state via telehealth. Our mission is to deliver high-quality, accessible mental health care to the communities we serve.

The current reality of insurance audits creates significant challenges for providers and has direct implications for provider retention. In our experience, providers often receive incomplete or conflicting information about documentation standards and policies. Much of our knowledge comes from professional peers who have learned via direct experience of being audited, often in a financially devastating way. As a practice, a substantial amount of our administrative and clinical leadership time is spent trying to locate audit preparedness information to reduce the risk of noncompliance; this pulls time away from client care. Audit preparedness guidance is difficult to access, inconsistent, or unclear, and insurers do not routinely provide standardized audit training or clear expectations. As a result, clinicians are required to repeatedly adjust their documentation practices as new or contradictory guidance surfaces. This constant shifting of expectations erodes morale, reduces time available for clinical work, and accelerates burnout in a workforce that is already in short supply, which ultimately further access to care for Oregonians.

HB 4028 would meaningfully support provider retention by increasing transparency and consistency in insurance auditing practices. Clear, accessible audit standards would allow practices to better train and support clinicians, reduce administrative burden, and create a more sustainable work environment. By stabilizing the conditions under which providers deliver care, this legislation would help retain clinicians in the mental health workforce and support continued access to mental health services for Oregonians.

Thank you,

Julia Bryson, LCSW

Roots Therapy NW