

Submitter: Chelsea Harrington

On Behalf Of:

Committee: House Committee On Behavioral Health

Measure, Appointment or Topic: HB4028

I am submitting testimony in support of HB 4028. As a behavioral health provider and group practice owner, I have experienced how insurer and coordinated care organization audits can be confusing, time-consuming, and stressful, often long after care has already been provided. These audits frequently focus on technical documentation details rather than whether clients actually received appropriate, medically necessary treatment. The time and financial strain created by this process pulls providers away from patient care and contributes to burnout in a field that is already stretched thin. HB 4028 would introduce clearer expectations and reasonable limits around audits, helping create a more fair and predictable system while still maintaining accountability. This bill would make it easier for behavioral health providers to stay in practice and continue serving Oregonians who rely on timely access to care.