

Submitter: Amy Connolly  
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 Amy Michelle Connolly, and I am a Licensed Professional Counselor working in private practice in Portland, Oregon. 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 feel a great deal of distress that I may make a clerical error that results in lost revenue, or worse, fines and clawbacks that I do not have the resources to pay. For example, when I worked in a clinic setting, the biller coded an individual session as a group session. When I highlighted this during an audit, instead of the insurance company paying me the difference in fees (\$150 vs \$60) I had to return the payment they sent. If a clerical error like this occurred over several clients, this could be devastating financially. Over time, I have made the decision to cancel my contracts with all insurance companies, save one that was not engaging in these types of audits. Now that this insurance company is also beginning audits, I am reconsidering my contract here as well. When therapists leave insurance panels due to fear of clawbacks and time-consuming audits, 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.

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.

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,  
Amy Michelle Connolly, LPC  
Michelle Connolly, LPC, P.C.  
Portland, Oregon