

Submitter: Carly Henderson

On Behalf Of:

Committee: Senate Committee On Health Care

Measure, Appointment or Topic: HB4028

Dear Chair Patterson, Vice-Chair Hayden, and Members of the Senate Committee on Health Care,

My name is Carly Henderson. I am a Licensed Professional Counselor in private practice in Portland, OR. I am writing to respectfully ask you to prioritize and support HB 4028.

While in solo-practice, I am charged with balancing my job's administrative aspects with direct client care - the latter being the reason I went into this profession over two decades ago. The lack of transparent communication by insurers and the fear of clawbacks due to this lack of clear communication is a major source of stress and burnout. I see this in myself and in the new therapists whom I supervise. It is no longer a rarity to hear new clinicians question their decision to enter this field, and I've watched as amazing providers leave due to overwhelm and fear of income recoupment at the hands of insurance companies - even years after service has been rendered.

HB 4028 gives providers greater peace of mind - more transparent communication from insurance companies, more rights in the auditing process, and a more reasonable window for clawbacks and repayment should mistakes occur.

Thank you for your efforts to support Oregonians - both patients and providers and to create more fairness in healthcare.

Please support HB 4028.

Respectfully,

Carly Henderson, MA, MPhil
Licensed Professional Counselor
Nationally Certified Counselor