

Submitter: Dillon Robertson  
On Behalf Of:  
Committee: Senate Committee On Health Care  
Measure, Appointment or Topic: HB4028

I have been practicing since 2021 and in that time have worked primarily with OHP/CareOregon clients.

Back in 2024, unbeknownst to me, a claw back of over \$7,000 was done on my "account" with CareOregon. I was only aware of this when I noticed I hadn't received payment as normal. When I called to ask what happened, I was told there was a clawback and they "don't have a good system to notify providers".

This clawback and lack of. Notification caused me and my family significant financial hardship with no recourse. I had to go through extreme measures to try and get this rectified to no avail. After months of time, I finally had a single call that seemed to sum up to "Sorry this hasn't worked out, we'll pay you" and that was all.

This is a very frustrating and unacceptable way for any business to treat its providers giving a service to its clients and I fully support this legislation.