

Submitter: Pilar Hernandez-Wolfe, Ph.D.  
On Behalf Of:  
Committee: House Committee On Behavioral Health and Health Care  
Measure: HB2455

Chair Nosse and Members of the House Committee of Behavioral Health and Health Care:

I am a multicultural and bilingual Licensed Professional Counselor, and a Licensed Family Therapy with my own private practice. I have been helping clients at my office in Portland and online throughout the state since 2014.

Please pass HB 2455. Honestly, working with insurance companies is extremely difficult and disheartening. While most therapists I know are in this career to provide a service, most insurance companies I have dealt with are in this field to make profits.

It is my hope that legislators, legislate to protect the public and mental health professionals by regulating the way insurance companies do business, and make money with our health. Regulation matters.

Providers go out of business or avoid working with certain insurers due to the current obscure and unjust audit process. Oregon needs more mental health providers to be available to provide care, not less. HB 2455 will make the audit process more transparent, just, and will encourage providers to stay on insurance panels and to remain in practice to provide care to our most vulnerable citizens. In the current state of affairs, no one wants to face the highly stressful, uncertain and likely unfair process of insurance audits. Because documentation requirements vary with each carrier, insurers and CCOs are not required to provide written directions to providers to clearly explain how to successfully document services in order to pass audits. Thus, there is no accountability on their part.

HB 2455 will require each insurer or CCO to provide clear directions to each mental health provider submitting mental health claims, defining exactly what must be included in their documentation to avoid recoupment. This will reduce the overall number of recoupments in audits.

Sincerely,

Pilar Hernandez-Wolfe, Ph.D.