

Submitter: Stephanie Green  
On Behalf Of: Adapt Integrated Health Care  
Committee: House Committee On Behavioral Health and Health Care  
Measure, Appointment or Topic: HB3229

House Committee on Behavioral Health and Health Care  
Oregon State Legislature  
900 Court St NE  
Salem, OR 97301

RE: Testimony in Support of HB 3229 – Addressing Delays in Credentialing and Empaneling Providers

Dear Chair and Members of the Committee,

My name is Stephanie Green, and I serve as the Chief Human Resources Officer at Adapt Integrated Health Care, a Federally Qualified Health Center (FQHC) serving Douglas, Coos, Curry, and Josephine Counties in Oregon. I am writing to provide testimony regarding the ongoing delays in provider credentialing and empanelment with the Oregon Health Authority (OHA) and Coordinated Care Organizations (CCOs), and the negative impacts these delays have on access to care.

Over the past year, we have observed a consistent backlog in the OHA's processing of Oregon Health Plan (OHP) provider enrollments. On average, credentialing applications take approximately 56 days to process. The delays in provider enrollment directly impact our ability to efficiently empanel providers with CCOs, further extending the effective enrollment date by an additional 70-80 days.

These delays create significant barriers to patient access to care. Many of the patients we serve rely on timely and consistent provider availability, particularly in behavioral health and primary care. The extended waiting periods for provider credentialing and empanelment result in disruptions to essential care services, directly affecting patient health outcomes.

Additionally, these processing delays create financial burdens for healthcare agencies like Adapt Integrated Health Care. When providers cannot be empaneled in a timely manner, our organization faces reimbursement challenges, further straining our ability to sustain services and meet the growing needs of our communities.

We recognize and appreciate the OHA's practice of backdating the provider's start date to the date the application was submitted. However, one of the key provisions of HB 3229—requiring CCOs to align with this backdating practice—is crucial for

mitigating financial strain on healthcare providers. While additional components of HB 3229 would be highly beneficial, this provision alone would provide immediate and necessary relief to healthcare organizations struggling with these delays.

We urge the legislature to take action in support of HB 3229 to address these credentialing and empanelment challenges. By streamlining and improving these processes, we can ensure that providers are able to deliver care to patients in a timely manner, reducing unnecessary delays and enhancing overall healthcare access in Oregon.

Thank you for your time and consideration. I appreciate your attention to this urgent matter and welcome any questions you may have.

Sincerely,

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