Submitter: Susan Wolfer LCSW SEP

On Behalf Of:

Committee: House Committee On Behavioral Health and Health

Care

Measure, Appointment or

Topic:

HB2029

I have been a mental health therapist, and a group practice owner in Portland, Oregon for 26 years. And I've noted how punitive some of the insurance plans are becoming.

For example, United Behavioral Health performed an audit last year for the services rendered in 2022. They found that they had made mistakes in billing and were charging me between \$2000 to \$4000 to fix their errors. Every time my Billing Manager called them she got a different customer service agent and a different dollar amount of what they wanted me to pay.

Even worse was a similar audit done by Moda, who found errors that they had made in 2022 and just simply started deducting from my reimbursement for clients I'm seeing right now. So essentially I'm working for free for errors they made.

I can't think of any other business model that would charge contractors for mistakes that they have made 2 years prior

Does that make sense to you? Would you run your business that way?