

Dear Chairman Nosse and Members of the House Committee on Behavioral Health and Health Care,

My name is Nat Doucette, and I am a Professional Counselor Associate working toward my LPC license. I practice as a therapist at a group practice in Portland, Oregon.

I am writing to express my strong support for HB2029. The current practices surrounding insurance audits are unfair, overly burdensome, and detrimental to mental health providers, clients, and the community as a whole. These audits often lack transparency and clarity, and impose unreasonable demands, creating an environment of fear and uncertainty for providers who are already navigating the challenges of meeting the growing mental health needs of our communities.

Since entering the mental health field, I have devoted significant time and effort to learning proper documentation practices in order to avoid clawbacks and other punitive outcomes from audits. However, despite this diligence, the vague and ambiguous expectations set by insurance companies make it nearly impossible to feel secure. This lack of clarity not only jeopardizes financial stability for providers but also diverts critical time and energy away from client care—time that should be spent addressing the increasing demand for mental health services.

The impacts of these auditing practices extend beyond providers to clients and community members. Many clinicians are choosing to leave insurance-based systems altogether due to these unethical practices, which reduces access to affordable care for those who rely on insurance coverage. This trend disproportionately affects individuals from underserved communities who cannot afford out-of-pocket costs for therapy. If we want to ensure that mental health care remains accessible and equitable, we must create an environment where providers can sustainably offer services through insurance without fear of unjust audits or financial clawbacks.

HB2029 is essential not only to protect providers but also to safeguard access to care for clients who depend on insurance coverage. Insurance companies must be held accountable for ethical practices that prioritize the well-being of clients over financial gain. By passing this bill, you will help ensure that mental health professionals can focus on delivering quality care while maintaining financial stability and simply being compensated for our work, ultimately benefiting the entire community during a time when mental health services are needed more than ever.

Thank you for your consideration and for supporting this vital legislation.

Sincerely,  
Nat Doucette