

Submitter: John aka Jack Marvin
On Behalf Of:
Committee: House Committee On Behavioral Health and Health Care
Measure, Appointment or Topic: HB2029

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

My name is Jack Marvin, and I am writing to express my unequivocal support for HB 2029.

I am an LCSW and practicing outpatient therapist in Portland, Oregon, and have been practicing clinically for the last 6 years. However, I have been in the behavioral health field for more than a decade and during this time, I have seen firsthand how insurance audits create significant barriers to care for both providers and clients. These audits impose excessive administrative burdens, diverting time and energy away from client care and leading to unnecessary delays in access to services.

One of the most frustrating aspects of these audits is the opacity of insurance documentation requirements. The guidelines are vague, inconsistent, and unclear, leaving therapists like myself to spend hours guessing what is needed to avoid a denial or audit. This not only detracts from the quality of care but also makes it difficult to maintain a reasonable workload, creating an environment where providers are set up to fail.

The threat of insurance clawbacks adds further stress and insecurity to an already emotionally demanding profession. I nearly left the field due to the overwhelming stress of managing insurance documentation. Perhaps unbelievable to an onlooker, on the days I leave the office feeling emotionally drained and spent, the work with clients is rarely the cause. More often than not, I can attribute those feelings to the relentless onslaught of administrative tasks required to justify the care I provide. It is a constant battle to keep up with the documentation while also maintaining my passion for this work.

If documentation requirements were clearer, and protections against unreasonable audit practices and clawbacks more robust, as HB2029 proposes, I, and many other clinicians, would be freed to serve more Oregonians in need. As you know, Oregon is already ranked among the worst states in access to mental healthcare, and the burden of insurance audits only worsens this crisis. Overwhelmed providers are forced to reduce caseloads or leave the field due to burnout, deepening the mental health shortage and denying care to many who need it most.

I implore you to continue to support this committee's own efforts to expand access to mental healthcare throughout Oregon. The implementation of HB2029 would be a crucial step in ending the cycle of unjust practices and ensure that providers can focus on what matters most: delivering quality care to the most Oregonian's possible.

Thank you for your time and consideration. Your support of this bill would benefit both providers and the people of Oregon.

With gratitude,

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