

Submitter: Nicole Auer
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,

I am a Licensed Professional Counselor working out of a small healthcare practice in Talent, Oregon. I have been a licensed therapist in this state since 2010.

I am writing this letter in support of HB2029.

In my experience, insurance audits are generally overly intrusive, arbitrary and disrespectful of citizens' basic expectations of healthcare privacy. Despite well-documented, medically appropriate services and my ongoing commitment to ethical and transparent work, I have been subject to sudden and sweeping requests to minutely justify healthcare provided to clients, in some cases far after the fact, which reveal many details about their symptoms and private lives to insurers.

The unchecked power that insurance companies and CCOs have to make demands after the service has already been rendered intimidates and bullies providers who are working hard to serve people with functional needs.

We are professionals who receive ongoing continuing education and are well-managed by our licensing board, and we deserve to be treated with respect.

Additionally, audits disproportionately affect low-income and middle-income clients more than wealthy clients, who are able to pay "out of pocket", insulating themselves from interruption of service and denials while maintaining total privacy.

Please help stop this unequal and negative practice.

Thank you for supporting this bill.

Regards,
Nicole Auer, MA LPC