

To Whom It May Concern:

I am writing to express my strong support for HB 3134, a crucial bill that seeks to reduce the burden of prior authorization requirements for therapy services in Oregon. As a physical therapist at iN Touch Physical Therapy in Tualatin, I witness firsthand the detrimental impact that these delays and denials have on patient care and recovery.

Our clinic is a busy outpatient orthopedic and pelvic health facility, treating a diverse patient population, including post-surgical patients and aging individuals striving to maintain their independence. We see over 500 patient visits per month, many of whom require timely and consistent physical therapy to regain mobility and function. Unfortunately, prior authorization restrictions often disrupt this essential care, leading to negative health outcomes.

One such case involved a patient recovering from a rotator cuff repair and total knee replacement. After only ten therapy visits, their authorization for continued treatment was denied. As a result, the patient experienced persistent pain, decreased mobility, and difficulty performing daily tasks. Without the necessary therapy, their progress stalled, significantly impacting their quality of life and ability to return to work.

Beyond the harm to patients, the administrative burden of prior authorization is overwhelming. Our front office staff spends approximately 30 minutes per request navigating phone calls, hold times, and verification procedures. Additionally, physical therapists must allocate another 20 minutes per case completing required documentation. With 25% of our patient population affected by these requirements, the cumulative time lost is staggering. These delays not only reduce the time available for direct patient care but also contribute to staff burnout and frustration.

HB 3134 is a necessary step toward ensuring that patients receive the medically necessary care they require without unnecessary administrative barriers. By streamlining the prior authorization process, this bill will enhance patient outcomes, reduce healthcare costs associated with delayed recovery, and allow providers to focus on delivering high-quality care rather than battling paperwork.

I urge you to support HB 3134 to protect patient access to timely therapy services and alleviate the undue burden on healthcare providers. Thank you for your time and consideration.

iN Health,

Ellen Nona Hoyven, PT
iN Touch Physical Therapy
Tualatin, OR
503-885-8677