



February 27, 2026

Delegate Kriselda Valderrama; Economic Matters Committee

House Bill Number (HB883); Hearing date: March 3, 2026

IN SUPPORT

Chairwoman and Committee members:

My name is Jill Palmore, LCSW-C, and I am the Senior Director of Clinical Case Management at the United Way of Central Maryland. I am testifying In favor of House Bill Number (HB883): Consumer Protection - Artificial Intelligence - Behavioral Health Care Prohibitions.

With the use of AI chatbots on the rise, it is of utmost importance that we institute strong guardrails to ensure that ethics and transparency at the forefront of innovation. AI chatbots have an extraordinary capacity to present as empathetic, knowledgeable, and humanlike support. Yet, they do not possess the expertise nor oversight required to provide clinical interventions. Without strong guardrails requiring the transparency proposed in HB883, individuals experiencing distress may easily mistake AI chatbots for professional clinicians providing trustworthy advice with their best interest in mind. Transparent disclosure ensures users understand what AI can and cannot do, empowering them to seek help from professional clinicians when needed.

This bill does not hamper innovation, but rather ensures transparency and enhances user safety. It also reinforces the principle that clinical care must remain grounded in human judgment, professional standards, and accountability.

Please support HB883 and ensure stronger guardrails that will protect those seeking behavioral health services from harm and misrepresentation. Thank you for your consideration and commitment to the behavioral health of Marylanders.

Sincerely,

A handwritten signature in black ink, appearing to read "Jill Palmore".

Jill Palmore, LCSW-C

Sr. Director of Clinical Case Management, Impact Strategies