

Dear Gove County Medical Center (GCMC) Patients:

Over the last several months, we have worked to revise our billing and collection practices. As many of you may know, we recently went live with changes to our patient payment plans. Our primary goals throughout this process have been to (1) improve GCMC's payment plan options in a way that provides reasonable options for our patients and allows GCMC to remain financially sound, and (2) transition away from the existing payment plans, but still allow our patients to settle their remaining balances in a financially manageable way.

Our goal is to always do the right thing for our patients. We have listened to the concerns expressed in our community and from our patients, and we have decided to improve our process as a result. As we have continued to evaluate the recent changes that we made to our payment plans, it has become clear to us that the solution we had developed was insufficient for many of our patients and we would like to apologize. Since then, we have been working diligently to improve our payment plan structure to provide a more patient-friendly solution to all. As a result, we now have several payment options available to our patients for current and future balances:

- The first option is to set up a recurring payment with GCMC by filling out an ACH form. The payment plan options are listed in the table below.
- The second option is to work with any third-party company that GCMC is using to provide extended payment options and lower monthly payments. This option and the available terms will be made available to you upon request to set up a payment plan.
- The third option is to pay the amount in full.
- If it is determined that the options above may not be sufficient, the patient may be eligible for charity care. If GCMC believes that the patient may be eligible, we will initiate the conversation. Otherwise, if you feel you may be eligible for charity care, please reach out to the business office at 785-754-3341 to discuss the policy requirements.

These payment plan options are immediately available as of the date of this notice.

In order for GCMC to provide in-house payment plans, we also had to reinstate our previous billing statement process. Moving forward patients will receive one statement and then a final notice 30 days later. Thirty days following the final notice, if any part of the balance remains after 30 days and no payment plan has been established, the remaining balance will be sent to collections. This is the same process that was in place prior to the changes that we recently made.

All payments and payment plans are to be made in the first 30 days following your initial statement. Payment plans must be set up with an automatic monthly payment. Monthly manual payments will not be accepted for payment plans.

Patients who have received or will receive services after August 1, 2023, or patients with balances from before August 1, 2023, who were not previously making monthly payments will be given the option to enter into a payment plan as defined in the table below or through one of our third-party partners to assist with paying their balance:

Account Balance	Balance Due	Minimum Monthly Payment
\$100 and under	30 Days	Payment in full
\$101-\$300	3 months	Greater of \$100 or 3 equal monthly payments
\$301-\$600	5 months	Greater of \$100 or 5 equal monthly payments
\$601-\$1500	7 months	Greater of \$100 or 7 equal monthly payments

\$1501-\$2400	10 months	Greater of \$190 or 10 equal monthly payments
\$2401-\$5000	15 months	Greater of \$220 or 15 equal monthly payments
Over \$5001	18 months	Greater of \$315 or 18 equal monthly payments

Additionally, we had previously notified patients who had existing payment plans for services received on or before July 31, 2023, that their payment plans would be ending on September 30, 2023. While GCMC did provide other means for providing financial assistance in paying off the remainder of their balances, we have since determined that it was an insufficient solution for our patients. As a result, we feel that the best choice for our patients is to allow them to reinstate their original payment plans regardless of whether they meet our new monthly minimum payment requirements. This will only be for balances that were previously on a set payment plan and will not be applied to any other current or future balances. Reinstating a previous payment plan will require our patients to sign our new ACH forms. Patients who are eligible for reinstating a previous payment plan will receive letters in the mail with their statements providing them with additional directions for reinstating their previous plan.

One final change that we would like to communicate is that GCMC will not be moving forward with upfront collections as we had previously stated we would. At the time, we had desired to provide accurate estimates with upfront payment options for our patients at the time of service. After further review, we have chosen to continue with our previous practice of not requiring payments or payment plans until statements are received by our patients.

If there are any questions that we can assist with, GCMC patients will be able to work with our business office at any time during regular business hours. Please contact Natasha Flora in the business office at 785-754-3341 to discuss the options for payment plans.

We appreciate the feedback you have shared with us and understand our previous approach missed the mark. While we are excited to finally have a solution for patient payment plans, we are sorry for the confusion and any stress this situation has caused our patients. Our number one priority is providing exceptional care and supporting our patients. We appreciate your patience with us as we worked to find a better solution for all.

Sincerely,

Conner Fiscarelli

Chief Executive Officer, Gove County Medical Center