

May 26, 2020 statement from Cedar Park Regional Medical Center CEO, Bo Beaudry:

We care deeply about our patients and the community we serve which is why our hospital very consciously tries to help patients manage their hospital bills. It is our strong preference not to take legal action and to work directly with patients regarding what they owe for healthcare services that have been provided. We offer charity care, discounts and extremely low, long-term payment plans that are often less than \$25 per month.

Fortunately, the majority of our patients pay their bills so a very small percentage of our hospital's nearly 180,000 annual patient encounters result in litigation. Litigation is always a last resort and is only pursued after we determine the patient has the financial ability to make some level of payment based on employment status and credit record. Once a bill is mailed, if no payment is received, we make numerous attempts – often ten or more times – to contact patients via phone and mail in order to establish an interest-free payment plan workable for their circumstances. If a patient does not respond or agrees to a payment plan and then does not make payments, we may seek payment through the judicial process.

It is not our practice to pursue collection suits against individuals who are unemployed, including anyone who has lost his or her job due to COVID-19. If someone has lost their job due to COVID-19 and is currently a defendant in a collection suit brought by Cedar Park Regional Medical Center, they can call 866-450-0044.

Because we know the consumers increasingly bear a larger responsibility for medical bills due to high-deductible health insurance plans or lack of coverage, our hospital offers resources to help patients understand their financial responsibilities and their options for payment. Financial counselors are available before, during and after services are provided to review what is and is not covered by the patient's health insurance plan and outline payment options for the balance. For those who have no insurance, our counselors work to identify whether the patient qualifies for charity care or another program such as Medicaid.

Collecting reimbursement for the care we provide is critical to sustain operations and continued investments to enhance care for the community. Part of our investment is ensuring the most vulnerable get the emergency care they need. Cedar Park Regional Medical Center last year provided more than \$131 million in charity and uncompensated care.