

January 1, 2009

Dear Valued Patient,

In order for our practice to continue to accept the discounted reimbursement rates offered by most insurance plans today, we must look for new ways to improve our billing efficiency and cut costs wherever we can. We are therefore introducing several new changes to our monthly statement procedures and patient payment policy.

Since most of our patients now use email regularly, we would like to make your monthly account statement available to you via email instead of sending you a traditional paper statement. This will lower postage costs and help the environment by saving paper and reducing landfill waste. If you use email and are willing to receive your statement electronically, please visit the web site shown on the bottom of your next statement to sign up.

You now have the option to pay your bill on-line by selecting the payment link shown on our web site www.CanyonMC.com or by entering the web address shown on the bottom of your statement into your favorite internet browser. We believe this option will improve patient convenience and eliminate the possibility of mailed checks being lost or stolen which can contribute to the growing problem of identity theft.

For your added convenience, we are now able to securely store your credit card on file which can be used for future co-payments, deductibles, and patient-due balances. We will continue to submit claims to your primary and secondary insurance plans as we have done in the past. If you owe a balance after your insurance company has paid its portion of your bill, we will send you a statement (preferably via email) and give you 30 days to remit payment or contact us in the event of a problem. If we have not received your payment or a call from you within the 30 days, we will then charge the credit card on file for the balance due. We will email you a receipt for the transaction if you have provided us with your email address. To sign up for this program, please call our Business Office at (800) 869-3700 weekdays between 11am and 7pm.

PLEASE NOTE: *If you prefer not to provide us with a credit card to charge automatically and do not pay the balance due within 30 days of the statement date, our practice will now assess a finance charge of 1.5% per month (or any portion thereof) on any unpaid patient balance due.*

Thank you for your cooperation and assistance in helping us improve our efficiency to better serve our valued patients!