



Dear Circle Health Services Patient,

We have important news to share with you about changes to our laboratory providers. For many years, we have been able to offer our patients free lab services thanks to the generous support from the Cleveland Clinic, which has donated labs to our patients for more than 10 years.

This has been a great benefit to our patients and we had hoped it would continue long into the future. However, Cleveland Clinic has notified us that they can no longer provide labs to Circle Health Services for free.

We recognize the potential financial impact of this change on our patients and want to assure you that we are taking immediate steps to make certain that you continue to receive timely and accurate testing of your labs at the most affordable cost.

There will be **no change in how your lab services are provided**. The same qualified staff will be working in our lab to provide the same clinical services you have always received. What will change, is that if you have insurance, your insurance company will be billed for the cost of any tests that are ordered by your provider.

In addition to Cleveland Clinic, we will now be contracting with University Hospitals to make sure that all forms of insurance will be accepted. We are confident that both providers will continue to provide the highest quality of lab processing and customer service that we have always received.

(letter continues on the back)



Moving forward here is how lab services will be handled:

- If you do not have any form of medical coverage and are currently eligible for a discount on our sliding fee scale, Circle Health Services will make arrangements to ensure you get the lab services you need at no cost to you.
- If you have Private Insurance, Medicaid, or Medicare, our lab services provider will bill your insurance for lab work. Lab charges will appear in the explanation of benefits you receive from your insurance company when a claim has been submitted.
- If you have a deductible or co-pay or you do not qualify for a discount on our sliding fee scale, then you may receive a bill from one of our lab providers.

If you ever receive a bill for lab services that you cannot afford to pay or that you feel is incorrect, please **call Fatima Warren, Chief Operating Officer, at 216-707-3409**. We will work with you to set up a payment arrangement or help you apply for a hardship waiver.

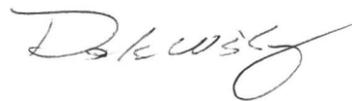
In order to avoid having any unpaid bills going to collections, **please do not ignore your bill**. Call us as soon as possible so we can work with you to resolve the issue.

As always, if you have clinical questions about any test(s) ordered by Circle Health Services, please contact your care team directly. We remain committed to delivering excellent health care and laboratory/testing services to all our patients, regardless of their ability to pay. Thank you for your understanding. Please contact us if you have questions or concerns.

Sincerely,



Farah Munir, DO, FAPA
Chief Medical Officer &
Interim Co-Executive Director



Dale Winsberg
Interim Co-Executive Director