

To: Refugio County Memorial Hospital Patients  
From: Refugio County Memorial Hospital Administration  
Subject: Patient Outstanding Payments

Please be advised that we have recently engaged a third-party vendor, Data Search, to assist in the management of the hospital's Account Receivables as an extension to our business office. This includes proactive measures such as 'early out' opportunities to encourage timely payments from customers as well as handling patient collections.

To maximize payment flexibility, Data Search may be contacting patients to assist in payment options for settling their clinic or hospital bills if immediate payment or payment plans are not made at the time of service. Upon receiving your first statement, please note that payments can still be made with a hospital's ER Admissions and Registration Customer Service Advocate team member. If after 5 weeks from receipt of the initial statement there remains an outstanding balance, the Data Search team will contact you to do one of the following things:

- First, the Data Search '**Early Out**' team will be contacting patients to assist with **taking payments and/or setting up payment plans**. To be clear, Data Search 'Early Out' is not collections.
- Secondly, the Data Search '**Collections**' team may be contacting you for balances owed that have gone **past due**. After sending out the 4<sup>th</sup> statement with no payment received, your account will go to collections.

If you encounter any concerning interactions during your calls with Data Search, we encourage you to share your feedback with Lisa Azevedo at either extension 112 or [lazevedo@rcmhospital.org](mailto:lazevedo@rcmhospital.org).

We appreciate your cooperation during this transition.