

February 8, 2021

Dear Patient of South Denver Cardiology Associates,

We have some exciting news. On March 1, we are transitioning to a new electronic health record, "Epic," the Centura platform for Health Information. This new platform will strengthen our integration with Centura, allowing for improved efficiencies for patients and providers. This shared record across all Centura facilities will decrease your need to provide information repeatedly as you move in and out of the Centura Health System and allow your information to be shared by 60% of hospitals and health systems across the US.

Beginning next weekend, we will be "converting" all your existing appointments after March 1 to this system. As soon as an appointment is "scheduled" for you, you will receive an email requesting you to sign up for MyCenturaHealth. This will replace what we have called "our portal" and will provide state of the art functionality to enable new capabilities for patients and providers. Please sign up as soon as you can, as this will be a significant vehicle for us to communicate with you in the future.

We will also be using an appointment reminder system through secure messaging.

Another change will be the change in our billing system. For services before March 1, you will continue to receive statements that look like you are accustomed to, but for all services, after March 1, you will receive what is referred to as a Centura "SBO" or Same Billing Office. On that bill, you will see all charges that occurred inside the Centura system, whether office or hospital. You will be able to differentiate the place of service by the descriptions. For the time being, you may receive two bills until your pre-March 1 responsibilities are cleared. The below example is what you will see after March 1.

**Account Summary**

Quarter Name: [blank]  
 Quarter Number: [blank]

Charges: \$95,162.53  
 Total Payments: -\$81,822.74  
 Total Adjustments: -\$3,532.75  
 Total Outstanding Balance: **\$614.04**

**Amount Due Upon Receipt**  
 (The amount due shows should be paid within 30 days of receiving this statement)

**Payment Options**

- To pay online, visit Centura.org and select Pay Bills Online (Available 24/7)
- To pay by phone or discuss a suitable payment arrangement, call 888-347-3295 or 303-552-3024 (Available Monday - Friday 8 AM - 5 PM MT)
- Mail in the payment to us using the coupon below

**Need Assistance?**

Financial assistance is available to eligible patients. Learn more by visiting [www.centura.org/patients-and-family-billing-and-financial-services/financial-help](http://www.centura.org/patients-and-family-billing-and-financial-services/financial-help)

**Colorado Surprise Billing Disclosure - Know Your Rights**

**What is surprise billing?**

- You receive covered emergency services, other than ambulance services, from an out-of-network provider in Colorado.
- You unintentionally receive covered services from an out-of-network provider at an in-network facility.

This law only applies if you have "CO-DO" on your health insurance ID card and you are receiving care and services provided at a regulated facility in Colorado.

On Jan. 1, 2020, a new state law went into effect to protect you from surprise billing. These protections apply when:

- You receive covered emergency services, other than ambulance services, from an out-of-network provider in Colorado.
- You unintentionally receive covered services from an out-of-network provider at an in-network facility.

This law only applies if you have "CO-DO" on your health insurance ID card and you are receiving care and services provided at a regulated facility in Colorado.

**When you cannot be surprise billed:**

**Emergency Services**  
 If you are receiving emergency services, you can only be billed for your plan's in-network cost-sharing amounts, which are copayments, deductibles, and/or coinsurance. You cannot be billed for anything else. This applies only to services related to and billed as an "emergency service."

**Non-Emergency Services at an in-Network Facility by an Out-of-Network Provider**  
 Health or agency staff must tell you if you are at an in-network location or if they are using out-of-network providers, when known. Staff must also tell you what types of services you will be using that might be provided by an out-of-network provider.

You have the right to request that an network provider perform all covered medical services. However, you may have to receive medical services from an out-of-network provider if an in-network provider is unavailable. If you request these services, you can only be billed for your in-network cost-sharing amount, which are copayments, deductibles, and/or coinsurance.

**Additional Protections**

- Your insurer will pay out-of-network providers and facilities directly.
- You insurer must count any amount you pay for emergency services or certain out-of-network services toward your in-network deductible and out-of-pocket limit.
- The provider, facility, hospital, or agency must refund any amount you overpay within 60 days of being notified.
- No one, including a provider, hospital, or insurer, can ask you to limit or give up these rights.

If you receive services from an out-of-network provider or facility in any other situation, you may still be surprise billed, or you may be responsible for the entire bill. If you unintentionally receive nonemergency services from an out-of-network provider or facility, you may also be surprise billed.

If you think you have received a bill for amounts other than your copayments, deductibles, and/or coinsurance, please contact the facility or agency's billing department or the Colorado Division of Insurance at 303-384-7899 or 1-800-930-3745.

**NEW BALANCES**

Patient Name: [blank] Guarantor #: [blank]

**Professional Charges**

Account #1701633262 Service Date: 1/11/21 - 1/13/21

Account #1701633262	Service Date: 1/11/21 - 1/13/21	Charges
South Denver Cardiology Associates		\$6,081.98
ROOM & BOARD - SEMI-PRIVATE (TWO BEDS) - OBSTETRICS (OB)		\$2,091.37
PHARMACY - GENERAL CLASSIFICATION		\$360.00
PHARMACY - IV SOLUTIONS		\$196.81
MEDICAL/SURGICAL SUPPLIES AND DEVICES (ALSO SEE 062X, AN EXTENSIO		\$1,119.95
LABORATORY - GENERAL CLASSIFICATION		\$220.64
LABORATORY - HEMATOLOGY		\$6,830.44
OPERATING ROOM SERVICES - GENERAL CLASSIFICATION		\$3,772.54
LABORATORY - GENERAL CLASSIFICATION		\$2,985.80
RECOVERY ROOM - GENERAL CLASSIFICATION		\$55,162.53
Total Charges		\$53,522.75
Adjustments		-\$21,025.74
Payments		-\$21,025.74
Balance		<b>\$614.04</b>

**Overall Patient Responsibility for South Denver Cardiology Associates \$614.04**

What will stay the same is the same quality you have grown to expect from SDCA. All appointments will remain the same, and you will continue to receive appointment reminders.

Thank you again for being patient with us as we make this significant transition. We honestly believe this will be better for patient care and make your experience with SDCA even better. There will be bumps, so please bear with us. We will all be better for it in the end.

Sincerely,

Brenda Hulbert CEO