TEXAS ONCOLOGY

More breakthroughs. More victories.®

Dear Patient,

Every day we look for new ways to improve our care for you. On November 1, we'll implement a new computer system that better manages your insurance and billing information. Our goal is to make that part of your care as simple, accurate, and easy to understand as possible.

We'll need your help to make sure the launch of the new system goes smoothly. Because your current information cannot be automatically transferred to the new system – it's like putting a round peg into a square hole – there are a couple of steps you'll need to take.

Patient Information: On your first appointment following November 1, you will need to review and update your patient information.

- You will be asked to verify your patient information and to complete any necessary forms if updates need to be made.
- Be sure to bring your insurance card with you to your appointment to be scanned.
- Additional documents may be requested to be entered into the new system.

Billing Statements: As we transition to the new system, you may receive billing statements from two different billing systems during the first few weeks of November. These different statements will look similar and may arrive at similar times.

- f you have a balance on the current system prior to November 1, you will receive a statement from that system for those charges until the balance is paid. After that, you will no longer receive statements from the previous system.
- If you incur charges after November 1, you will receive a separate statement from the new system for any charges going forward.

Thank you for entrusting us with your care and for your patience as we implement this new technology. We pledge to make the transition as smooth as possible. Please call
844-528-7639 if you have questions.

Sincerely,

Steve

R. Steven Paulson, M.D.
President and Chairman of the Board