![Memorial Hospital of Carbon County logo]

To The Residents of Carbon County:

Recently there have been a number of social media posts regarding the overall billing practices and processes at Memorial Hospital of Carbon County. As your county hospital, it is our responsibility to ensure that each person has the best possible patient experience. A key element of that experience is financial as it relates to billing and insurance. MHCC is sensitive to the needs of the community we serve and we want to identify all of the ways, not just some of the ways, which we can improve as your community hospital. Over the past year, we have worked hard to implement multiple changes for the benefit of our patients. Some of these changes include:

-A formal preauthorization process to help patients understand the clinical and financial expectations prior to receiving services

-An internal Revenue Cycle Committee has been implemented to review services provided, from admissions to discharge

-We are working directly with an industry leader in healthcare billing that specializes in small, rural hospitals

If anyone has a comment, concern, or question regarding their bill or our processes, we welcome that feedback. It is our goal to provide you with a clear explanation each and every time you choose to utilize our services. Healthcare is a multi-faceted industry, and while there are elements that are outside of our control as it relates to the process of billing for medical services, we want to ensure that we are doing things correctly each and every time. If a mistake has been made, we assure you it will be addressed. We encourage you to contact the MHCC Business Office at 307-324-8280 or myself at 307-324-2221, as this is the best way for us to assist you with any questions or concerns you have. It is important to us that all Carbon County residents, and any other individuals who utilize the services at MHCC, understand what they are being billed for and why.

Thank you,

Jon Smith

Jon Smith, Chief Financial Officer