



October 20, 2022

Dear Client,

You may have received a bill from St. Vincent Health for behavioral health services that was out of network or different than you expected. We communicated in a previous letter that we put all bills on hold while we reprocess them.

I am writing today to inform you that St. Vincent Health is nearing completion with reprocessing the insurance claims for behavioral health services.

In the coming weeks, it is likely you will receive an Explanation of Benefits (EOB) from your insurance company with the out-of-network rate on the bill as the former Integrating Insights therapists are not in network at St. Vincent Health.

Do not pay the out-of-network balance on your EOB. St. Vincent will follow up with a statement that shows your responsibility for payment, which will be derived from your previous rates for service with Integrating Insight, unless you have had a change in insurance benefits.

We wish you the best in your future care. For questions regarding billing, after you receive your statement, contact me at Willie.Ray@StVincent.Health. Please know that I will return your email as soon as possible, it may take up to one week before I respond. Thank you for your patience.

Sincerely,

Willie Ray

Revenue Cycle Director