



December 20, 2016

Dear Patient:

We want to sincerely apologize for sending you an incorrect balance due statement from UConn John Dempsey Hospital during 2016.

Please find enclosed a refund check, including interest, for us to make amends for your overpayment.

We have recently worked hard to correct our billing records after self-discovering a computer programming error in our hospital's automated payment posting system. Our review has confirmed that the error has led to some patients being incorrectly billed small self-pay amounts as an out-of-pocket expense that should have been charged directly to their insurance company.

We are now double-checking all bills manually for accuracy and implementing a new, nationally recognized electronic medical record system to ensure billing issues do not happen again in the future.

We appreciate you choosing UConn Health for your healthcare and we are sorry for any inconvenience this error may have caused you.

For more information and questions, patients are asked to please call our *Patient Financial Services Hotline* at: 860-679-4460 or visit our information website for further updates on this issue at: [www.health.uconn.edu/informed](http://www.health.uconn.edu/informed).

We are wishing you and your family a happy and healthy holiday season.

Sincerely yours,

UConn John Dempsey Hospital  
Patient Financial Services