

The Villages Health®

December 30, 2024

Dear Valued Patient,

I'm writing to let all The Villages Health ("TVH") patients know that during a recent review of our billing procedures, we discovered a problem with some of our Medicare billing practices. As part of TVH's absolute commitment to transparency amongst our patient community, I am sharing this information with you now that we have examined the issue, and have already started to take meaningful action to correct it. But the most important thing we want to impart to all of you is that **this billing issue has in no way negatively affected any TVH patients' medical bills or patient care.**

Upon discovering a potential problem with our Medicare billing this past Fall, TVH hired outside consultants to conduct an in-depth review of our coding and billing practices. Based on our investigation, we determined that beginning in 2020, TVH implemented certain billing processes and practices that were not consistent with Medicare payment policies. This resulted in TVH receiving more money from the Medicare program than if billed correctly.


With these consultants, we are now working to identify the financial impact of these billing errors and are in the process of repaying the Medicare program for any overpayments that resulted from the billing issue. In addition to starting work with relevant government agencies to return the overbilled Medicare funds, we have also already begun to implement a range of new internal safeguards to assure that an error such as this will not recur.

I cannot stress enough to each and every one of our patients that this issue has in no way affected any patient treatment or medical bills. Rather, this was an internal coding issue that unintentionally resulted in inaccurate payments received by TVH for its medical care. The occurrence of these errors has since been self-reported to the proper U.S. government agencies, and we expect a smooth process as we work diligently to make right with the Medicare program itself—all with the goal of continuing to provide you with the best possible care you've rightfully come to expect from all of us at TVH.

At TVH, our mission to provide the highest quality patient-centered care remains at the very core of all that we do. As always, we will continue to assess ways to improve our processes and services in support of our patients and our community, and we will strive to keep you as informed as possible to maintain our commitment to trust and transparency.

On behalf of all of us here at The Villages Health, we wish you a happy and healthy New Year.

Sincerely,



Bob Trinh

Chief Executive Officer