

USC Care
Medical Group
Keck Medicine of **USC**



March 14, 2023

Dear Valued Patient,

We were recently made aware that an inaccurate billing statement was sent to you between March 1 and March 3, 2023, due to a third-party vendor error. We immediately resolved the issue and have implemented a process to ensure this error will not happen again.

We deeply regret any inconvenience this may have caused. If your balance had been satisfied in full, you will not receive an additional statement for these services and may ignore the inaccurate statement balance. If there is a true outstanding balance due, you will receive an updated statement.

If you have any questions or concerns regarding this matter, or would like to confirm your account balance, please contact us at 855.532.5729, select option #5 with the phone prompt. We are available Monday through Friday, 8 a.m. – 5 p.m.

Jeremy Church

A handwritten signature in black ink, appearing to read 'J. Church', is positioned below the name 'Jeremy Church'.

Chief Financial Officer
USC Care
Keck Medicine of USC