



ATHOL HOSPITAL | HEYWOOD HOSPITAL | HEYWOOD MEDICAL GROUP | QUABBIN RETREAT

FOR IMMEDIATE RELEASE

Heywood Healthcare

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Public Notice:

We are aware that patients have been receiving collection notices sent in error, from the Phoenix Financial Group. We apologize for the confusion and any inconvenience this may have caused you. These notices may be disregarded.

Additional information regarding the nature of these notices is found below.

Who is Phoenix Financial and why do they have my information? Heywood made the decision to sell some old receivables (visits prior to 2/2021) to a company called Pendrick. This is a common practice in the healthcare industry and Pendrick is a reputable firm. Pendrick utilized a collections agency, Phoenix Financials, who began aggressive collections tactics. This is inconsistent with the intent of the sale, and we asked them yesterday to cease all patient collections efforts on these receivables.

You may be contacted by this company if you had an insurance or patient balance in our system from 2/1/21 and prior. We have asked Phoenix/Pendrick to stop all collections efforts and will no longer be doing business with these organizations.

What are the next steps/what do I do? If you have been contacted by Phoenix Financial, please disregard the notice. As we are discontinuing work with them, we have also asked them to send a notice that all collections efforts will cease.

Will this collection attempt affect my credit? We have received confirmation that no one's credit will be impacted.

What if I am contacted by another organization about a bill? Healthcare is a complex system and Heywood utilizes several third-party organizations to support our financial health. You may be contacted by one of those organizations about a previous balance - they will be working with you on balances for visits 2/21 and forward. Only Phoenix Financial/Pendrick has been asked to cease efforts. If you have concerns about the legitimacy of a collections agency, you can always contact our customer service line at **978-630-5745**.

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About Heywood Healthcare

Heywood Healthcare is an independent, community-owned healthcare system serving north central Massachusetts and southern New Hampshire. It is comprised of Heywood Hospital, a 134-bed acute care community-owned non-profit hospital in Gardner, MA; Athol Hospital, a 25-bed not-for-profit, Critical Access Hospital in Athol, MA; Heywood Medical Group, with primary care physicians and specialists located throughout the region; and The Quabbin Retreat, our premier destination for treatment of mental health and substance misuse. The organization includes eight satellite facilities in MA: Ashburnham Family Medicine in Ashburnham, Heywood Rehabilitation Center, Summit Family Medicine & Heywood Urgent Care in Gardner, Winchendon Health Center & Murdock School-based Health Center in Winchendon, Tully Family Medicine and Walk-In Care in Athol; and Millers River Primary Care in Orange. The organization also includes the Heywood Healthcare Charitable Foundation. For more information, visit www.heywood.org

About Heywood Hospital

A member of the Heywood Healthcare system, Heywood Hospital is a 134-bed acute care community-owned non-profit hospital in Gardner, MA, providing a broad range of high quality medical, orthopedic, bariatric, surgical, obstetrical, pediatric and behavioral health services on an inpatient and outpatient basis. The hospital's featured Centers include the Center for Weight Loss & Bariatric Surgery. The Watkins Center for Emergency and Acute Care; the LaChance Maternity Center; the Diabetes Center, and the Heywood Heart and Vascular Center.

About Athol Hospital

A member of the Heywood Healthcare system, Athol Hospital is a 21-bed non-profit, acute care and outpatient facility serving the communities of the North Quabbin region of Massachusetts. Athol Hospital's services include 24/7 Emergency Care, Surgical Services, Oncology, Respiratory Therapy, Radiology and Laboratory, Diabetes Center and the Center for Skilled Nursing and Rehabilitation. It is designated as a Critical Access Hospital and Primary Stroke Center, licensed by the Massachusetts Department of Public Health and accredited by the Joint Commission.

About Heywood Medical Group

Heywood Medical Group is a non-profit Physician Organization affiliated with Heywood Hospital with over 50 physicians and advanced practice providers specializing in Primary Care and Specialty Care. Our primary care physicians focus on Pediatrics and Family Practice. Our specialty care physicians focus on the areas of Cardiology, Endocrinology, Gastroenterology, Bariatrics, Gynecology/Obstetrics, Orthopedics, Pulmonology, Urology and General Surgery. Heywood Medical group serves individuals and families in need of health care and works in coordination with Heywood Hospital to provide high-quality comprehensive care to everyone.