

# Policy Update: Third-Party Payors

We wish to bring to your attention an important policy update regarding our payment processes. As of January 1, 2022, we no longer accept third-party payors as a method of payment for our services.

We understand that third-party payors can sometimes provide a convenient alternative for payments. However, our decision to update our policy stems from challenges and feedback we have received both internally and from other providers in the industry. Some common complaints include:

1. **Administrative Complexities:** Dealing with third-party payors often involves extra layers of administration. The process can be time-consuming, leading to delays in clearances and potential service interruptions.
2. **Payment Delays:** Multiple providers have reported significant delays in receiving payments from some third-party payors, affecting the financial flow necessary to offer the quality of service expected by our clients.
3. **Lack of Transparency:** At times, there are hidden clauses or conditions set by third-party payors which can result in unexpected charges or denied claims, leading to increased out-of-pocket costs for the patient.
4. **Data Privacy Concerns:** Sharing sensitive information with multiple parties increases the risk of data breaches or misuse of personal data.

We believe this change will streamline our payment process, ensuring that our focus remains on delivering exceptional service without administrative hiccups. If you currently use a third-party payor, we encourage you to transition to direct payment methods or get in touch with us to explore alternative arrangements.

We deeply appreciate your understanding and cooperation regarding this matter. If you have any questions or need assistance, please don't hesitate to reach out to our billing department at [billing@urbanmh.com](mailto:billing@urbanmh.com)