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May 10, 2021

Dear Clients and Families,

It recently came to our attention that a collections agency contacted one of our clients in an effort to collect payment on our behalf for their child's stay at Butterfly Healing Center. I am writing this letter to clarify that Circle of Life Behavioral Health, which includes Butterfly Healing Center and New Moon Lodge, **does not seek payment from clients/guardians**. We submit a claim to your insurance after services are rendered. If you do not have insurance or if your insurance does not pay a claim, we still **do not** ask you to pay. Furthermore, we have never authorized a collections agency to collect on our behalf. Therefore, if you receive a letter asking for payment for any services provided at Circle of Life Behavioral Health, Butterfly Healing Center, or New Moon Lodge, it is a scam. Do not call them and do not send them money.

If you receive such a letter, please notify Carmela Martinez, our Billing and Intake Manager, at carmela@colbhn.com so that we can report to the proper authorities.

We are greatly dismayed that this has occurred and we are working with authorities to investigate this behavior on behalf of our clients.

Sincerely,

Dorothy Forbes-Sack