



Summer 2019

Dear Community Supporter,

Summer is well underway for us here at Tahoe Forest Health System, and many of our second homeowners and visitors are in town for the amazing outdoor recreation and unique amenities our area has to offer.

You may have heard that we recently launched an important program called *Financial Customer Service*, a valuable community resource to explain medical charges and answer questions about your bill, set up payment plans, explain insurance benefits, provide cost estimates, help with itemized statements, assist in resolving disputes, and more.

Following a soft launch of the program last fall, we've received positive feedback so far, including a public service award from the *North Lake Tahoe Resort Association/Chamber of Commerce* at their recent 65th annual Community Awards Dinner.

You can access the new *Financial Customer Service* program by calling (530) 582-3598, Monday-Friday, 8:00 am to 6:30 pm, and on Saturday from 8:30 am – 5:00 pm.

This year also marks Tahoe Forest Hospital's 70th anniversary of taking care of our community. This is very special to us, and we're grateful for the opportunity to serve you and your family. With the rapid and unpredictable changes in healthcare, our primary goal is to preserve and hopefully always improve local healthcare to sustain it for the future.

Last but certainly not least, we are currently evaluating another refinancing of a portion of the District's General Obligation (GO) Bonds, which would reduce taxes to property owners. The bond was passed by local voters in 2006 for \$98.5 million dollars, based on the need to comply with Senate Bill 1953 requiring California hospitals to meet state earthquake seismic requirements. More information on the proposed refinance and tax savings will be available this fall, and we'll be sure to keep you informed.

As always, my goal is to continually improve outreach and communication directly to you. We believe it's important to keep you informed about health care programs and services right here in our community that may benefit you, and I welcome your feedback on any topic at any time.

If you ever have a question or concern, please feel free to contact me at info@tfhd.com.

Warmest regards,

A handwritten signature in blue ink, appearing to read "Harry Weis", is written in a cursive style.

Harry Weis
Chief Executive Officer
Tahoe Forest Health System