

FOR IMMEDIATE RELEASE

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Noble Financial Solutions to Issue Retraction on DHCHD Collection Letters

DALHART, TEXAS – Noble Financial Solutions will issue retraction letters to most Dallam Hartley Counties Hospital District patients who received collection letters in August stating they owed a medical debt to the Center for Consumer Recovery.

Due to a processing error, a large number of delinquent medical bill accounts were sent to the Center for Consumer Recovery by DHCHD earlier this summer. Account holders were issued a letter from Noble stating their balance had been sent to them for collection. Noble is retracting those letters and will send the affected patients and accounts holders a new letter confirming their balances are not in collections.

“On behalf of the hospital district, I sincerely apologize for the panic, confusion and inconvenience this issue has caused,” DHCHD CEO Kacey Schniederjan said. “The goal of partnering with CCR was to provide a valuable benefit to our community. Unfortunately, the account list was not properly scrubbed prior to being shared with CCR, which resulted in many accounts being sent to collections in error.”

DHCHD partnered with the Center for Consumer Recovery earlier this year to provide a new benefit to the community. CCR offers services that can help patients who are in financial distress with any financial debts, including medical debt.

“We appreciate your patience as we get this sorted out,” Schniederjan said. “Since the letters went out, the phone lines in our billing office have not stopped ringing. Our staff have been doing their best to speak to each patient as they call, but the overwhelming number of calls and emails has caused a delay in some responses. Now that we have found the source of the error, we are working with Noble and CCR to get the effected accounts out of collections.”

Patients and account holders can expect to see a retraction letter in their mailboxes within 30 days. Any questions can be directed to billing@dhchd.org or 806-244-4571. Voicemail messages are preferred if an associate is unavailable when called.

Dallam Hartley Counties Hospital District, located in Dalhart, Texas, is a healthcare system designed to serve the community at every stage of life. Offering services including obstetrics, surgery, radiology, and swing bed at Coon Memorial Hospital, providing wellness and rehabilitation services at family practice or specialty clinics, or caring for seniors through long-term care facilities, DHCHD’s mission is to provide quality healthcare close to home. To learn more, visit www.dhchd.org.

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