

April 6, 2020

Richard Cranium Law Firm
R. Cranium Esq.
2500 Smalljohn Blvd. Suite 16
Toosmall, AR 77008

RE: Sally Patient

Mr. Craniu,

I am in receipt of your letter of April 2, 2020, stating that your offer for our outstanding bills is 50% based upon your allegation that our bills are unreasonable and our treatment excessive. Also, I want to acknowledge your "veiled threat" of bringing this to a court to adjudicate the issue should I not accept your "generous offer."

FACT: My fees are in accordance with the published guidelines set forth from the publication "Medical Fees in the United States" by the Physicians Medical Information Corporation and geographically modified for my zip code. This is a nationally recognized source and my fees are well within these published guidelines.

FACT: I practice strictly by the Croft Published guidelines for chiropractic treatment. This has been adopted by the Arkansas State Board of Chiropractic Examiners for personal injury cases. My care is well-within these guidelines.

Putting aside your "veiled threats" and spin regarding the above. I am still willing to do the right thing for my patient, whose concern is paramount to me. That, however, requires transparency and please inform your client that unless they give permission to release all information that includes, but not limited to third party, uninsured and underinsured motorists, I am not willing to lower my fee.

Ultimately Ms. Patient is legally responsible for her balance owed. We prefer not to pursue Ms. Hicks for collection. Should we have to pursue her legally for the balance owed, there will not be a reduction offered. In addition, contractually, we will charge interest on the account, collection fees, and court costs. I am sure she would prefer transparency over the collection procedures and fees.

Lately, I welcome any legal proceeding you might construe regarding my care or fees as we practice in a legally defensible paradigm. My reputation over the last 35 years has been based on integrity and service. I don't, however, scare easily.

If we have not received the completed questionnaire in its entirety by April 20, we will begin legal proceedings towards recovery directly from Teresa Hicks, which as her legal representative, has the power to avoid.

Respectfully,

Steven Bennett, DC, FACO