



**Clients of ESCC, LLC**

**July 14, 2020**

**Re: Insurance Network Changes – November 1, 2020**

To All Current ESCC, LLC Clients:

I hope this finds you well and managing the COVID-19 pandemic as well as you can.

I write to you to inform you of some changes I will be making at my practice that may affect the services you current receive here in Cedar Crest. The COVID-19 pandemic compelled most of us to adjust to a new reality, and that's been very much the case here as well.

As early as the second week of March this year, both Adrianna Gallegos and I pivoted from in-person psychotherapy to telephonic and telemedicine sessions. We continued to serve established clients and took on many new clients as well in the interim. We worked both from home and from our offices, and did our best to remain available to clients for both routine and crisis sessions. We did this while supporting our immediate and extended families – coordinating childcare and learning to practice socially responsible pandemic precautions along the way. We know that you were compelled to deal with the same challenges.

We've all been witness to the beginnings of social and cultural change that have the potential to put our country on a path to the greater equity, justice, and hope. Unfortunately, many of the insurance companies with which we are contracted failed to adjust to changing times, and so continue to treat small practices like ours the same as they would large organizations with fully staffed billing departments and much larger bank accounts.

Subsequently, I now give notice, as required by my contracts with some of those companies, that ESCC, LLC (and Richard L. Patnaude, MA, LPCC) will terminate contracting/network participation agreements with all insurance carriers except Presbyterian Healthcare (all commercial/employer plans as well as Centennial Care Medicaid plans) effective no later than November 1, 2020.

Unless you are affiliated with a Presbyterian Healthcare plan, you will have several choices during this transition period – between now and November 1<sup>st</sup>. You may choose to become a self-pay client, to become a client of Support Is Apparent, LLC (Adrianna's own business entity), to receive and outside referral to another provider/group, or to contact your insurance carrier about alternative providers. We will assist with these options and will do our best to ensure that your behavioral healthcare needs are as little disrupted as possible.

I apologize for the inconvenience this will cause some of you. In the months to come, I urge you to focus on your goals in counseling and get the most out of the process you can. As we have seen, the pandemic shows no signs of abating and the next few seasons will demand more of us all.

In the final analysis, I believe I am making the choice I must in order to ensure the long-term stability and viability of my business and wellbeing of my family.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard L. Patnaude" with "MA, LPCC" written below it. The signature is enclosed in a large, loopy oval scribble.

Richard L. Patnaude, MA, LPCC

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