

## Wiam Alwazir

**From:** Frey, Ruth Ann <FREY@email.chop.edu>  
**Sent:** Friday, October 9, 2020 5:31 PM  
**To:** Wiam Alwazir  
**Cc:** Hall Delano Roosevelt; Frey, Ruth Ann; Susanne M. Lendman  
**Subject:** CONFIDENTIAL: CHOP- MOH & MOI Accounting

Wiam,

Thank you again for your time this week and patience as I pulled together the details for the letter to the Embassy.

Here are some details, and always glad to clarify or supply more information as needed:

- I have separated the amount the MOH owes vs MOI- however the payment comes from the same source. The Military pays separate, and are an excellent partner in payment and many other ways, so they are not included.
- Current AR Due CHOP:**  
 MOH Total Due to Date: \$43,067,200.50  
 MOI Total Due to Date: \$254,835.88
- We do not have a written contract as the Embassy has not been willing to sign one, however we have functioned under a gentleman's handshake for over 10 years with the best relationship more recently under Dr Fahad Al Tamimi, Head of Health. Under his leadership we enacted the following standard for payment including discounts applied based on the following: (incentive was to pay early)  
 Payment received within 90 days @45% discount off charges for patient treatment  
 Payment received between 91-180 days @40% discount off charges for patient treatment  
 Payment received after 181 days @35% discount off charges for patient treatment
- This tiered discount system is more generous from CHOP than to any other health system in the world. This reward was given on previous regular payments and loyalty to CHOP with volume.
- Payments began to taper off at the end of 2019, and when we did receive a payment it was always take at 45% discount regardless of when the actual payment arrived, and never within our agreement.
- As a result we are now not only collecting total due but previous deficits in payment from MOH:

Date of Payment	Months Paid	Wire Amount	Residual Balance @ 35% discount	Aged Da Da
December 23, 2019	Jan - Feb 2019	(\$4,737,740.16)	\$827,926.61	
February 14, 2020	Mar-19	(\$3,964,913.16)	\$704,037.52	
June 10, 2020	April - August 2019	(\$13,147,390.09)	\$2,506,966.64	
	<b>Total:</b>	<b>(\$21,850,043.41)</b>	<b>\$4,038,930.77</b>	

- In general the delay in payments are at increasing Aged days beyond 365 days which forces CHOP to carry this balance from its own financial sources to cover these charges.

### Saudi Ministry of Interior - Aged AR Beyond 365 Days

Aging Days	AR Totals
384 Days Aging	\$28,510.85
434 Days Aging	\$149.25
462 Days Aging	\$9,674.80
796 Days Aging	\$105,692.97
<b>Grand Total</b>	<b>\$144,027.86</b>

Saudi Ministry of Health - Aged AR Beyond 365 Days	
Aging Days	AR Totals
384 Days Aging	\$485,234.82
434 Days Aging	\$547,063.57
460 Days Aging	\$752,767.42
492 Days Aging	\$622,846.12
526 Days Aging	\$720,721.51
553 Days Aging	\$597,236.69
587 Days Aging	\$230,689.92
<b>Grand Total</b>	<b>\$3,956,560.06</b>

- I do think the change in payment system coming from Riyadh directly and no longer allowing us to communicate to the Embassy Health Division and Accounting Department in DC has been the difference. We have no one to communicate with in Riyadh, no point person. We also changed to submitting all our invoices through a company in Canada (who sends to Riyadh) since last Fall (2019) and they have no information, literally a middle man. These changes were long before COVID and all have been huge dissatisfies as a partner.
- We did retain our Saudi children and families since the COVID pandemic, and continue to provide outstanding, expert pediatric care to them as the bills for this treatment continues to mount.
- I have reached out to Dr Abdulaziz Alesia, new Head of Health Saudi Embassy, DC many times, who seems to be powerless with no real answers.
- CHOP senior executive staff and our CFO are growing impatient without being able to communicate with anyone in Riyadh to establish a payment plan. As I am sure you realize we are being asked to carry this financial burden as it grows during a time when all US Hospitals have been financially impacted greatly during the COVID pandemic.
- We feel as partners we are living up to our responsibilities for the children of the Kingdom, and have every faith and trust the MOH and MOI will do the rightful and a timely resolution.
- We would like to set the expectations of clearing old AR, and partially paid AR, and at least coming up to date of paying through July 2020.

Please let me know what else I can provide, and CHOP is very grateful for the US-Saudi Business Council, and Del's willingness to intervene on our behalf.

Sincere regards,

Ruth

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 Vice President- Global Strategy and Business Development  
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**From:** Wiam Alwazir <[walwazir@us-sabc.org](mailto:walwazir@us-sabc.org)>  
**Sent:** Monday, October 5, 2020 3:50 PM  
**To:** Frey, Ruth Ann <[FREY@email.chop.edu](mailto:FREY@email.chop.edu)>; Hall Delano Roosevelt <[DRoosevelt@us-sabc.org](mailto:DRoosevelt@us-sabc.org)>  
**Cc:** Jessilyn Joyner <[jjoyner@us-sabc.org](mailto:jjoyner@us-sabc.org)>; Susanne M. Lendman <[slendman@us-sabc.org](mailto:slendman@us-sabc.org)>; Bitar, Lara <[BITARL@chop.edu](mailto:BITARL@chop.edu)>  
**Subject:** [External] RE: CHOP-Saudi Health Mission

Hi Ruth,

It was a pleasure speaking with you this afternoon and learning more about the issue at hand. After a brief discussion with Del and Susanne, I am hoping to get a little more information that can help us draft a precise letter to our contacts at the Embassy. You mentioned that the Embassy owed CHOP \$43,000,000 and that the last payment was received in June, can you give us more details on the specifics of the contract? Is there a set amount that's supposed to be paid over a set amount of time? Was it accumulated because of the children who remained at CHOP during the pandemic? Or were payments late because of the invoicing change to the MOH in Riyadh? It may be a number of things, but we are just wondering why it's such a large unpaid amount.

I look forward to hearing from you and getting a better picture of the situation.

Kind regards,

**Wiam Alwazir**

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**From:** Frey, Ruth Ann <[FREY@email.chop.edu](mailto:FREY@email.chop.edu)>  
**Sent:** Friday, October 2, 2020 1:43 PM  
**To:** Wiam Alwazir <[walwazir@us-sabc.org](mailto:walwazir@us-sabc.org)>; Hall Delano Roosevelt <[DRoosevelt@us-sabc.org](mailto:DRoosevelt@us-sabc.org)>  
**Cc:** Jessilyn Joyner <[jjoyner@us-sabc.org](mailto:jjoyner@us-sabc.org)>; Susanne M. Lendman <[slendman@us-sabc.org](mailto:slendman@us-sabc.org)>; Bitar, Lara <[BITARL@chop.edu](mailto:BITARL@chop.edu)>  
**Subject:** RE: CHOP-Saudi Health Mission

Thank you Wiam, for your prompt reply. I will be glad to talk with you at 1 pm on Monday, really appreciate you making yourself available.

I will have Lara Bitar, cc'd here set up a conference line for our conversation.

Regards,

Ruth

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**From:** Wiam Alwazir <[walwazir@us-sabc.org](mailto:walwazir@us-sabc.org)>  
**Sent:** Friday, October 2, 2020 11:23 AM  
**To:** Frey, Ruth Ann <[FREY@email.chop.edu](mailto:FREY@email.chop.edu)>; Hall Delano Roosevelt <[DRoosevelt@us-sabc.org](mailto:DRoosevelt@us-sabc.org)>  
**Cc:** Jessilyn Joyner <[jjoyner@us-sabc.org](mailto:jjoyner@us-sabc.org)>; Susanne M. Lendman <[slendman@us-sabc.org](mailto:slendman@us-sabc.org)>  
**Subject:** [External] RE: CHOP-Saudi Health Mission

Dear Ruth,

It's a pleasure meeting you and I would be happy to setup a call to see how we can further assist and hopefully resolve the issues CHOP is facing with the MOH in Riyadh.

Are you free to get on a call Monday Oct. 5 at 11 am EDT or 1 pm EDT? I am also free Tuesday afternoon.

I look forward to hearing from you.

Best,

**Wiam Alwazir**

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**From:** Frey, Ruth Ann <[FREY@email.chop.edu](mailto:FREY@email.chop.edu)>  
**Sent:** Friday, October 2, 2020 11:14 AM  
**To:** Hall Delano Roosevelt <[DRoosevelt@us-sabc.org](mailto:DRoosevelt@us-sabc.org)>; Wiam Alwazir <[walwazir@us-sabc.org](mailto:walwazir@us-sabc.org)>  
**Cc:** Jessilyn Joyner <[jjoyner@us-sabc.org](mailto:jjoyner@us-sabc.org)>; Susanne M. Lendman <[slendman@us-sabc.org](mailto:slendman@us-sabc.org)>  
**Subject:** RE: CHOP-Saudi Health Mission

Thank You Del for the update on Lisa-

Mrs Wiam, it is a pleasure to meet you and I look forward to working with you, thank you Del for the introduction. I would be glad to share all the details during our call, I look forward to hearing from you so we can discuss. My contact information is below in my signature line. A note from you would be very welcomed from my CEO and CFO.

Del, I have every intention of working with Dr George, and I really enjoyed our conversation. I have a proposal for him, it is just hard to be able to judge when it would start, as we do need international travel back in place for it to be most effective. However I am now getting a better perspective on CHOP's continued commitment to our international partners and I will be in touch with him soon- and I appreciate your support and patience.

Kind regards,

Ruth

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**From:** Hall Delano Roosevelt <[DRoosevelt@us-sabc.org](mailto:DRoosevelt@us-sabc.org)>  
**Sent:** Thursday, October 1, 2020 2:28 PM  
**To:** Frey, Ruth Ann <[FREY@email.chop.edu](mailto:FREY@email.chop.edu)>; Wiam Alwazir <[walwazir@us-sabc.org](mailto:walwazir@us-sabc.org)>  
**Cc:** Jessilyn Joyner <[jjoyner@us-sabc.org](mailto:jjoyner@us-sabc.org)>; Susanne M. Lendman <[slendman@us-sabc.org](mailto:slendman@us-sabc.org)>  
**Subject:** [External] RE: CHOP-Saudi Health Mission

Hi Ruth,

Thank you for your note, and I like to start off by informing you that Lisa is no longer with the Business Council, as she has elected to stay at home full time during these COVID times. The "little ones" are not able to return to school. We miss do miss her, but her children are certainly benefitting.

I would like to introduce Mrs. Wiam Alwazir who will be your point of contact, beside myself, and she will be assisting with your issue explained below. I have asked Wiam to reach out to you directly with hopes of obtaining the particulars of the situation. I believe that we might be able to help resolve this with a note directly from me to the Ambassador's office.

The more information we have, the better.

By the way, have you given any further thought to exploring a relationship with the American Mission Hospital in Bahrain? As I am a current member of the Executive Board, I can tell you that these types of issues would never arise...

Cheers!

Del

H. Delano Roosevelt

**Chief Executive Officer**

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العائلة و الأصدقاء هم الذهب الحقيقي في الحياة

(Family and friends are the real gold in life)

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**From:** Frey, Ruth Ann <[FREY@email.chop.edu](mailto:FREY@email.chop.edu)>

**Sent:** Thursday, October 1, 2020 8:25 AM

**To:** Lisa Leander <[lleander@us-sabc.org](mailto:lleander@us-sabc.org)>

**Cc:** Hall Delano Roosevelt <[DRoosevelt@us-sabc.org](mailto:DRoosevelt@us-sabc.org)>

**Subject:** CHOP-Saudi Health Mission

Dear Lisa,

I do hope this finds you well. I would like to ask for your support to possibly connect me to Mr Abdullah Musatat at the Saudi Health Mission? I was given his name by Dr Abdulaziz Aleisa at the Saudi Embassy, in DC.

We have significant AR issues with the MOH in Riyadh, and we need some type of communication back in Saudi, as Dr Aleisa has really no influence on the matter. He suggested I speak with Mr Abdullah, with whom I am not familiar.

Thank you for your consideration in connecting me, much appreciated in advance.

Warm regards,

Ruth

Ruth A. Frey MSN, CPNP

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