



# Texas Children's®

October 19, 2020

Royal Embassy of Saudi Arabia  
601 New Hampshire Ave NW  
Washington, DC 20037

Attn: Abdullah Musatat  
Abdelsalam Abdelbaset

Dear Mr. Abdullah Musatat,

Our organization has provided comprehensive documentation regarding outstanding debts owed to our organization by the Royal Embassy of Saudi Arabia and has partnered with the Saudi Health Mission Support Center. Since that time, we have provided regular updates and supplied a summary of all patient accounts with outstanding balances in the format requested. As of today, your current outstanding balances total **\$39,207,461.64**.

The table below represents the dollars owed, after discount, for each calendar year.

2018	2019	2020	Grand Total
\$ 1,370,428.20	\$ 19,990,091.88	\$ 17,846,941.56	\$ 39,207,461.64

Collection efforts have included:

- Claims up to April 2019 were sent monthly via a paper bundle. The total outstanding amount for 2018 is **\$1,370,428.20** and **\$1,694,193.63** for 2019.
- Claims submitted via the electronic claims portal began with the May 2019 bundle – September 2020 bundle and the total due is **\$36,142,839.70**.
- Outstanding balance spreadsheets were sent on May 28, 2020 for total claims for years 2018, 2019 and 2020.
- Bank Details/Statement of Accounts were sent to Saudi Health Mission Claims on July 10, 2020.
- Conference calls requested by Texas Children's with Saudi Health Mission Claims department to resolve claims on June 18, 2020, August 10, 2020 and August 13, 2020.
- Outstanding 2018-2019 paper bundle duplicated and sent to the Embassy on August 26, 2020.
- Bi-weekly emails sent to the Saudi Health Mission claims department to determine status of outstanding claims and payment.

Our organization provided services under Letters of Guarantee from your organization ensuring that you will take responsibility for the debts owed, but we continue to experience challenges in receiving



**Texas Children's<sup>®</sup>**

reimbursement. Texas Children's Hospital has complied with all requests from the Royal Embassy of Saudi Arabia and expects immediate action and payment in full of these past due amounts.

We ask for your immediate attention to the continued delinquency of the debts still owed to our organization. If substantial payment is not received in the next 30 calendar days, these balances will be subject to the removal of your discount. Please know that the relationship between our two organizations is of great value to us, and it is important that we continue working together to resolve this issue.

If you have any questions or concerns, please feel free to contact us.

Sincerely,

Jennie Maldonado  
Assistant Director, Patient Financial Services  
Texas Children's Hospital

