

Greetings,

The past week has been one of intense turmoil and uncertainty for everyone involved. There is light at the end of this tunnel. Please read this thoroughly and do NOT hesitate to communicate with me if you have any concerns or questions.

There are a lot of points and they are not in a particular order or priority as each of you has different needs.

First an update and overview.

The owner and founder of Christian Psychotherapy Services (CPS), Page Huff, died suddenly and unexpectedly several months ago. I have been told, but am not directly a party to the transactions, that the company purchased itself from the family in order to become a self-sustaining entity for a continued service to Hampton Roads. At this point a management consultant was brought in to continue the organization. We continued with business as usual and fully expected to continue serving your needs for years to come.

On Friday, January 8 at approximately 4 PM, the entire administrative staff with the exception of three for all offices were laid off. At 4:30 PM, I was informed that my pay was cut by 60% going forward. I continued seeing patients on Saturday expecting some severe belt-tightening and more information the following week. On Saturday night, I received a lay off notice effective immediately and the notice that CPS was closed immediately. Except that none of the administrative staff or providers have been, or expect to be, paid for the pay day this past week or going forward. The providers will survive. Please keep the administrative staff in your prayers. We are working hard to find them positions also.

I have no more solid and supportable information than that. You lost your mental health home, and I lost a place to serve your needs. Speculation and rumors are rampant. It is time to look forward and not back. With that in mind, I have been working this week to secure a place for you to continue with me if you so desire.

An apology

When you came to me to help with your care for your child, you put your trust in my hands. I feel that I have violated that trust and I ask for your forgiveness. I did not see this coming in any way and perhaps I should have. All I wanted to do was see patients and I left the administration to others. I will do everything in my power to see that each and every one of you are taken care of to the extent of my legal authority and resources to do so.

This is not an excuse, I was caught flatfooted. However, you have the right-to-know why it has taken me a week to get this out to you. First, my priority was to meet the needs of my patients for this coming week, so I made all of their appointments. I posted on social media and answered as many phone calls as possible. I also responded to over 500 emails. I wrote almost 1000 prescriptions this week. On Sunday, a group from CPS met to investigate opening a practice together. While it was a very desirable option, it would have been too slow to meet your needs and to keep our own lights on. So, on Monday I began a job search and by Friday had reached an agreement with a practice that I believe you will appreciate. Several of us went office shopping, phone system shopping, and met

several times for mutual logistics. The next step in the process is to transfer insurance credentialing to the new practice. That will be the longest part of the process as the insurance companies are notoriously slow in credentialing providers, even though we are fully licensed in the state. I have also had to rearrange my own finances to account for this sudden deficit. The banks have no sense of humor. I have also downloaded all of your records for the past year which was a 28 hour intense monitoring of the computer ordeal. And finally, thanks to two staff member who you may have met at the front desk. They manually retrieved and collated the email list that has made this notice possible. Other than that, I have had no resources to help.

The good news

On Monday, I begin with a new practice. I will have two weeks of orientation, paperwork, and organization before I begin to see patients. I am not telling you who it is yet because the office staff has to be trained to meet your particular needs coming from CPS and my name is not in the scheduling system yet. I do not want you calling and getting frustrated. I also do not want the office staff to get 600 or more phone calls and not have the answers you need. Please monitor my website www.wldaniels.com. I will announce it as soon as we are ready to "flip the switch". I expect everything to be in place by Thursday.

Your help

In this last week, I have met or communicated with every patient that had an appointment scheduled. I expect to do the same thing next week. I have the ability to prescribe and access your records for the past year through the electronic record system until January 31, 2021 when the system is turned off. At that point we will be in the new practice. I really need your patience to weather this storm. If you have an immediate need, please do NOT hesitate to sent me an email. I am only 12 hours behind at this moment.

Please pass this on to every other person you know who sees me.

My email is mentalhealth@wldaniels.com.

The next steps

- 1) If you wish to continue with me, please stand-by for an announcement this week on www.wldaniels.com for my location and contact information. Call them to make an appointment. You will have to provide all of the routine new practice paperwork and for that, I sincerely apologize.
- 2) If you wish to transfer your records to another provider, I fully understand. There are absolutely no hard-feelings and I will do everything I can to make the transfer successful. I have one year of records for everyone I saw, I believe. I have not individually verified the download. The top priority is your comfort and care.

Records

Since there are no owners of Christian Psychotherapy Services, the management has resigned, the staff has been laid off and has not legal ability to access the property, and the attorneys have resigned from my understanding, the landlord is in possession of all records. I cannot get more than I have and

the landlord cannot touch them until a court decides what to do.

We are in a quandary. I unfortunately have no answers for this.

Folks, it has been my joy, privilege and honor to have served your needs over the past years and I hope that I will be so privileged to continue to do so.

Thank you,

Larry Daniels