



October 1, 2025

Dear Value Patient,

We hope this letter finds you well. Thank you for entrusting Metro Chicago Surgical Oncology with your medical, surgical or urologic care over the past 15 years. We remain committed to providing high-quality, personalized medical services in a warm and professional environment.

As you may be aware, the rising costs of operating a medical practice-combined with decreasing insurance reimbursements have led many physicians to retire early or join large corporate healthcare systems. In order to maintain the personalized, private-practice model, level of service, and access you expect and deserve, we will be implementing a modest annual administrative fee effective November 1, 2025.

Annual Administrative Fee:

\$35.00 per individual

The administrative fee will be waived for all individuals under the age of 25. This administrative fee will be charged annually and billed to your account. It is not billable to insurance.

We understand that any additional expense requires thoughtful consideration, and we are committed to keeping this fee as low as possible while continuing to provide exceptional care and service. If you have any questions or concerns, please don't hesitate to contact our office.

We truly appreciate your continued support and the opportunity to care for you and your family.

Warm regards,

Metro Chicago Surgical Oncology, LLC

Annual Administrative Fee Q&A

What is the administrative fee?

The annual administrative fee helps cover important services that are not reimbursed by insurance, including but not limited to, phone-based medical support, prescription refill coordination, prior authorizations, referrals, and form completion for assignment of insurance, and credentialing in the numerous insurance plans that seem to change yearly as patients enroll and disenroll regularly.

How much is the fee?

\$35.00 per individual

Fee waived for all individuals under the age of 25.

How is the fee billed?

The administrative fee is added to your bill at the time of your first visit each year. It will appear as a separate line item and is due at checkout. This fee is not billable to insurance.

How long does the fee cover?

The administrative fee is valid for one full year from the month in which it is paid. For example, if you pay the fee on November 1, 2025, it will cover you through October 31, 2026.

Why is this fee necessary?

The rising costs of running a medical practice and declining insurance reimbursements have placed pressure on independent practices like ours. Many offices are moving away from accepting insurance plans or adopting similar fees to help sustain high-quality, patients-centered care. This allows us to remain independent and continue offering the access, responsiveness, and personalized service our patients rely on.

Have questions?

If you have questions after reviewing this handout, we're happy to help. Please call our office at 847-251-1568. Front desk staff may not be able to respond to detailed concerns on the spot, but your message will be passed along to the appropriate team member.