



717 20th Street  
Columbus, GA 31904

[MSNLLC.com](http://MSNLLC.com)

To our Clients,

As a valued client, your practice's business health is a priority and I wanted to talk with you personally about how MSN is responding to the coronavirus (COVID-19) pandemic.

MSN is focused on maintaining full operational capacity during the coronavirus situation. We have the infrastructure to enable the secure distribution of critical work functions to off-site locations if needed, including to employee homes. So far that step has not been necessary, but we have worked to make certain we're ready structurally for various scenarios and challenges. This includes ensuring technical safeguards for the transmission of Protected Health Information (PHI) in compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations.

We are functioning in an unprecedented situation in our national, state and city governments as well as in our schools, gathering places and businesses. Everyone has been impacted at some level and it is difficult to know the extent of policy changes apt to occur over the coming weeks.

While we feel as "ready" as possible today, we are at the same time monitoring the fluid and rapidly changing business environment nationally so we can respond quickly and appropriately.

We hope your families and employees remain healthy and look forward to the day when this is behind us. We at MSN value our relationship with your practice on both a personal and business level. We will be in touch as we implement further changes to minimize the impact on your group.

Sincerely,

A handwritten signature in blue ink that reads "Bo Trotter". The signature is stylized and cursive.

James P. "Bo" Trotter, Jr.

RADIOLOGY BILLING

PRACTICE MANAGEMENT

BUSINESS INTELLIGENCE

CMS-APPROVED QCDR

MIPS OPTIMIZING