



October 25, 2018

Dear Valued Community Members:

In May of 2011 Encompass Health Services, after nearly 20 years of providing mental health and substance abuse services in Page, undertook the task of starting a new program. Following the closing of a long term outpatient primary care clinic operated by Dr. Bunch, we decided to get into the primary care business. We have had the privilege of working with some of the best healthcare professionals in the community, including Dr. Demangone, Melissa Serventi, Scott Sadler, Dr. Mike Moore, and Bee Valvo, just to mention a few.

For many years we accomplished our goal of providing comprehensive medical services while creating a positive experience for our clients. Those who have worked in the Encompass medical clinic have given all their heart and soul to you. That I can assure you!

During this same time period we have also provided a service called "Integrated Health Care". The goal of providing Integrated Health Care is to have a provider network for all your health care services, including your medical care as well as any behavioral health services you may need, all under one roof. Instead of navigating two separate networks for medical and behavioral services, in this model all your providers are under one network. We accomplished that goal and many of our clients of behavioral health services have prospered from Integrated Health Care.

The past 7 1/2 years of providing medical services to this community has also brought some hardship with it. The largest part of that hardship has been financial. We have battled non-stop for higher reimbursement rates from insurance companies, all to no avail. The harsh reality is that we have provided primary care services to the community for almost 8 years without ever breaking even. In fact, we have had a financial loss every year that it has been open to the public. They simply do not provide a reimbursement rate that can cover our expenses.

With all this being said, I am saddened to announce that, effective November 21, 2018, Encompass Health Services will be closing our primary care clinic to the general

**Administrative/  
Outpatient Office**  
P.O. Box 790  
463 S. Lake Powell Blvd.  
Page, AZ 86040  
Phone: (928) 645-5113  
Fax: (928) 645-3254

**Medical Center**  
P.O. Box 790  
463 S. Lake Powell Blvd.  
Page, AZ 86040  
Phone: (928) 645-0945  
Fax: (928) 645-2364

**Rural Substance Abuse  
Transitional Agency**  
P.O. Box 790  
32 N 10<sup>th</sup>, Ste. 5  
Page, AZ 86040  
Phone: (928) 645-4934  
Fax: (928) 645-4019

**Fredonia  
Outpatient Office**  
P.O. Box 522  
170 N. Main Street  
Fredonia, AZ 86022  
Phone: (928) 643-7230  
Fax: (928) 643-7988

**Littlefield  
Outpatient Office**  
P.O. Box 813  
4103 E. Fleet, Ste. 100  
Littlefield, AZ 86432  
Phone: (928) 347-4566  
Fax: (928) 347-5174

**Liberty House  
Drop-in Center**  
P.O. Box 790  
608 Elm Street, Ste. A&B  
Page, AZ 86040  
Phone: (928) 645-4906  
Fax: (928) 645-3254

**Colorado City  
Counseling Center**  
60 N Central  
Colorado City AZ 86021  
Mailing: P.O. Box 522  
Fredonia AZ 86022  
Phone: (928) 643-7230  
Fax: (928) 643-7988





community. Unfortunately, we must greatly reduce our Medical operation/facility in order for the company to survive financially and continue providing services to our integrated health community. We will be scaling back to a very minimal Medical staff and will continue to provide Integrated Health Care services to our clients enrolled in mental health and substance abuse services. However, we simply cannot afford to provide medical and chiropractic services to the community as a whole. Reimbursement rates will not allow for this to continue.

It has been a pleasure serving you and your families with quality medical services for almost eight years, and we greatly appreciate your support. I humbly say that it is with great difficulty that I announce this decision and this direction we will be going. It is, however, the best direction for all of us. This community is fortunate to have two great primary care choices for your selection; Canyonlands and Banner. Please contact our clinic as soon as you have chosen your new provider and we will do everything we can to transfer your record to the provider of your choice in an expedient way.

For all of our clients that are also enrolled in our behavioral health services, your medical care should not be disrupted. We are anticipating the return of Bee Valvo to our organization in the near future, and she will continue to provide you with high-quality medical services.

If you have any questions or concerns regarding the decision to close these medical services, please feel free to call me at 645-5113 and I will find time to listen to your concerns. This has been a difficult decision and a gigantic hardship for our staff. However, we do not mean for this hardship to be unloaded on you. We appreciate your continued support during this transition and simply ask you to try to understand that we truly have no other direction to travel right now.

Thank you for your understanding!

Joe Wright, M.A.  
CEO

<b>Administrative/ Outpatient Office</b> P.O. Box 790 463 S. Lake Powell Blvd. Page, AZ 86040 Phone: (928) 645-5113 Fax: (928) 645-3254	<b>Medical Center</b> P.O. Box 790 463 S. Lake Powell Blvd. Page, AZ 86040 Phone: (928) 645-0945 Fax: (928) 645-2364	<b>Rural Substance Abuse Transitional Agency</b> P.O. Box 790 32 N 10 <sup>th</sup> , Ste. 5 Page, AZ 86040 Phone: (928) 645-4934 Fax: (928) 645-4019	<b>Fredonia Outpatient Office</b> P.O. Box 522 170 N. Main Street Fredonia, AZ 86022 Phone: (928) 643-7230 Fax: (928) 643-7988	<b>Littlefield Outpatient Office</b> P.O. Box 813 4103 E. Fleet, Ste. 100 Littlefield, AZ 86432 Phone: (928) 347-4566 Fax: (928) 347-5174	<b>Liberty House Drop-in Center</b> P.O. Box 790 608 Elm Street, Ste. A&B Page, AZ 86040 Phone: (928) 645-4906 Fax: (928) 645-3254	<b>Colorado City Counseling Center</b> 60 N Central Colorado City AZ 86021 Mailing: P.O. Box 522 Fredonia AZ 86022 Phone: (928) 643-7230 Fax: (928) 643-7988
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