

Dear Valued Claro Healthcare Client:

We are very excited to announce that Claro Healthcare, LLC has entered into a definitive agreement to join Kaufman Hall. At Claro Healthcare we are proud to be the leading clinical documentation, hospital operations, and mid-revenue cycle improvement platform, blending technology, professional services, and domain expertise to deliver significant return on investment to providers across financial, quality, and compliance metrics.

For more than 30 years, Kaufman, Hall & Associates, LLC, has provided leading hospitals and health systems with world-class management consulting on strategic financial planning, treasury and capital markets, mergers and acquisitions, and performance improvement. As part of those services, Kaufman Hall has emphasized operational improvement, including workforce efficiency and reduction in supply and purchased services costs. Kaufman Hall also possesses a deep foundation in helping organizations benchmark performance against their peers.

Importantly, there will be no change in the routine course of business as you interact with both Kaufman Hall and Claro Healthcare. The Claro Healthcare team currently working with your organization will continue to do so with no change in how we are serving your organization with our solutions and technology. As warranted by your needs, you will have the opportunity to tap into the aligned services of the combined company. Clients of both organizations will be the first to learn about new services developed by the combined entity.

Joining Kaufman Hall marks the next chapter in the long-term growth of Claro Healthcare. Most importantly, I, along with all of our Managing Directors would like to thank all of our clients for the opportunity to serve them and we thank all of our Claro Healthcare team members who have worked so passionately to support our clients and their mission.

This combination will allow our organizations to draw on our complementary expertise and experience to jointly deliver a whole new level of integrated improvement services to our healthcare clients, who we know are more challenged than ever to achieve the financial, operational and quality performance necessary to carry out your missions of community health.

Claro Healthcare will retain its brand and be referred to as ***“Claro Healthcare, a Kaufman Hall company.”*** The deal is expected to close in mid-October.

We believe this combination will strengthen our commitment to providing enhanced, independent, objective insights grounded in sound data and analysis to help your organization fulfill its mission, achieve its goals, and tackle its toughest problems. We will share more information with you as it becomes available.

Look for more information to come and please let us know if you have any questions. Many thanks for the opportunity to serve you.

Venanzio Arquilla

Chairman and Managing Director