

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Sun 11/1/2015 2:05:02 AM
Importance: Normal
Subject: Report Price Gouging Submittal (AHCAPHI)
MAIL_RECEIVED: Sun 11/1/2015 2:05:09 AM

Submittor Information

Name: [REDACTED]
Phone Number: [REDACTED]
Email Address: [REDACTED]
County: [REDACTED]

Price Gouging Experience:

I was charged \$45,000 and only treated with IV fluids. On [REDACTED] 2015, I spent [REDACTED] room of [REDACTED] FL [REDACTED]

I had no complaint of pain, [REDACTED] brought me there against my expressed wishes. Neither [REDACTED] nor hospital staff [REDACTED] notified me of my Patient Rights (Florida Statute 381.026). They determined that I had a "mild condition" but never told me, I had to get the patient records weeks later.

[REDACTED] insisted I had to get CT scans although I said I didn't think I needed them. No one told me the prices. I asked radiologist [REDACTED] for the price but she said she didn't tell me. She did not notify me of my Patient Rights, that I had a right to know the prices prior to the procedure. After [REDACTED] I left when [REDACTED] finally gave me a choice. He tried to talk me into staying for "observation" to maximize their profits. All 24 unnecessary tests were negative, but they wanted to run up even more charges. A week later I received the

itemized bill and four CT scans were \$34,000. One CT scan with contrast was for for \$13,748. [REDACTED]

[REDACTED] value this scan at \$600-\$700. I should have been told the prices. I should have been given Patient Rights and Consumer Rights which are state statutes, 384.026 and 201 respectively.

I [REDACTED] but they didn't do anything.

Price gouging happens in Florida because state regulators are letting it happen. [REDACTED] payed \$7,000 of the hospital's \$33,000 'discounted' price. The hospital then sent me a \$36,000 bill for me to pay out of pocket. When I asked how the bill went up, they sent me a 'discounted' bill to hide the billing fraud. The hospital has sent five different bill collectors after me for the rest of their illegal and unethical inflated charges. Price gouging by [REDACTED] and its parent company, the [REDACTED] [REDACTED] is causing financial damages for its emergency room and trauma center patients. [REDACTED] then turns around with false claims to the Low Income Pool and false deductions to the IRS for its 'charity care.' Stop [REDACTED] price gouging in Florida and you will vastly improve life for the health care consumer.