

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Tue 10/27/2015 1:21:45 PM
Importance: Normal
Subject: Report Price Gouging Submittal (AHCAPHI)
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Submittor Information

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

Price Gouging Experience:

During [REDACTED] 2013, my doctor told me I must get surgery for my hernia. Because the surgeon worked out of [REDACTED] and because it was close to my home, I went there to inquire if my [REDACTED] would cover it. I sat with the billing dept. and they took my card and came back and said that all would be covered including the blood test, chest x-ray and surgery except for \$125 that I should pay now. I charged the \$125 on a debit card. I set up the appt. for the tests and came in for them. The day before the surgery I got a call from my surgeon's office saying that not only would the [REDACTED] not cover the surgery, but the hospital says it won't cover the costs of the surgery or the tests. I paid upfront out of my pocket to the surgeon which I had to have the operation elsewhere and he was kind enough to charge me what [REDACTED] would have paid him. In the meantime [REDACTED] automatically sent me a credit back of \$125 because they were sorry that I had been told that I had coverage but didn't really. A few months later, I started getting calls that I owe the

hospital \$3,525 just for the tests that I had been told were covered -blood, heart, chest x-ray. To be fair, I offered to pay them whatever the [REDACTED] would have paid them and the lady on the phone was nasty and said if I don't pay-she will give it to collection. Now I have a bad mark on my credit for \$3,525 because of [REDACTED] [REDACTED] mistake. Thank goodness I now have [REDACTED] because with hospitals like [REDACTED]-I could be dead before I finish paying them.