

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Tue 10/27/2015 1:46:03 PM
Importance: Normal
Subject: Report Price Gouging Submittal (AHCAPHI)
MAIL_RECEIVED: Tue 10/27/2015 1:46:07 PM

Submittor Information

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

Price Gouging Experience:

On [REDACTED] 14, I had an outpatient [REDACTED] at [REDACTED] in [REDACTED] FL. Two weeks before the test, I called the hospital to ask how much they would charge me for the test. They told me the test would cost \$220. Based on this information, I accepted to perform the test. After the test they sent my insurance a bill for \$1,946.76! After what my insurance paid their part, now the hospital says I am responsible for \$508.50 instead of \$220. I have tried for over a year to resolve this issue with the [REDACTED] and the [REDACTED] [REDACTED] to no avail. The hospital says "the estimate process is a 'courtesy' extended to patients" so even if the hospital quotes a price erroneously the patient is responsible for their mistakes, to me this is unethical sales. You can view my [REDACTED] at: [REDACTED] [REDACTED] The reponse I received from the [REDACTED] on [REDACTED] 15 [REDACTED] is: "Unfortunately, the business has refused to cooperate, and we are unable to assist you further." This is the second time I feel I have been gouged by [REDACTED]

██████████ I hope your efforts will make hospitals follow the same 'open and transparent' rules that every other business is required to follow. You can contact me at any time. Thank you very much.