

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Tue 10/27/2015 5:29:14 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:

I know these are old complaints but capable of being repeated. In [REDACTED] 2010 I went to [REDACTED] for a mammogram and inadvertently paid the bill twice. I was receiving dunning letters thereafter and when I showed I had paid it twice it still took a year to get the money returned. I had to get the CFO involved, and I had to make numerous phone calls to no avail. It took a full year of aggravation. I am sure there are many that would give up. I was able to pay for the next year's mammogram by endorsing the [REDACTED] back to them! Another trip to the same Hospital the following year resulted to unanswered requests for a chart audit, then after months of trying to get a response, I was advised there were no errors. Which is impossible given that I was charged for a pill that I did not get from the hospital as I had the pill in my purse. After receiving dunning letters and threatening calls to my home, the Hospital agreed to "settle" by knocking

off a few dollars. However, on top of the aggravation, the Hospital proceeded to report the "settlement" to a credit agency. I asked the CEO to get it reversed and he did but the billing/collection agency said it could not be done. It was the only blemish on my credit report. During that same visit the [REDACTED] also billed and bundled incorrectly. My insurance company helped straighten that bill out. My parents were in and out of the same Hospital and never bothered to ask for an itemized bill but should have given my experiences. I am sure theirs had errors. This should not occur as often as it does. There are so many elderly in this community that may not know to question their bills. In [REDACTED] 2015, [REDACTED] [REDACTED] was [REDACTED] for failing to send proper notice to consumers regarding their right to request proof of debt owed and failed to timely respond to credit report disputes. I hope this helps your task force. [REDACTED]