

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Thur 10/22/2015 2:36:39 AM
Importance: Normal
Subject: Report Price Gouging Submittal (AHCAPHI)
MAIL_RECEIVED: Thur 10/22/2015 2:36:44 AM

Submittor Information

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

Price Gouging Experience:

Last year I fell in my back yard and was pretty sure I broke my arm. I laid in the yard for 1.5 hours trying to get up and finally with excruciating pain managed to get up off the ground. I went inside and picked up my purse and keys and drove straight to [REDACTED] - knowing that this hospital was in my insurance plan. I arrived and went into the emergency room and eventually someone came to attend to me. I had an x-ray and then the doctor came in and talked with me and said I needed to see an orthopedic doctor for further treatment. They gave me a sling for my arm and I went home and the next morning I was lucky enough to get into an orthopedic doctor's office who treated my broken arm. Time passes and I start receiving bills for the ER visit. I paid my copay for the hospital emergency room visit. Then I received a bill from the ER doctor and the amount on it was \$680.00 minus insurance payment of \$114.55 and an adjustment \$57 leaving a balance of \$565.45 - which was outrageous! I called them to discuss the mistake and they told me that I was being charged out of network rates and was responsible for the \$565.45. I told them that there must be some mistake because I

specifically went to an in-network hospital so I could take advantage of the in-network charges. They said they weren't an in-network provider - and that in fact weren't considered in-network on any insurance of any kind. They said they will take the portion that my insurance will pay and bill me for the difference. They would not negotiate a lower amount and told me that I will either pay it or it will go to a collection agency. I did not pay it. It went to a collection agency. The collection agency has been hounding me now for a year. I repeated the story to them and they don't care. I told them that the prices I was being charged were nothing short of extortion. They called me a couple months ago and I offered to pay a reasonable amount of the bill but I was not paying the entire amount. They said they would have to check with the provider to see if that was acceptable. I have not heard anything back from the collection agency and don't expect to until they start hounding me again for the entire amount of the bill - which I will not be paying. Why should I pay out-of-network rates for a doctor that was practicing within an in-network hospital. That is ludicrous. I will not pay that bill. I pay for insurance at my employer. I go to in-network physicians, hospitals, labs, and pharmacies. I expect that when I go to these in-network providers that I am charged in-network rates - HOW CAN I BE CHARGED OUT OF NETWORK RATES WHEN I SPECIFICALLY GO OUT OF MY WAY TO GO TO AN IN NETWORK PROVIDER! THAT IS NOTHING SHORT OF EXTORTION!!!