

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Wed 10/21/2015 6:01:45 PM
Importance: Normal
Subject: Report Price Gouging Submittal (AHCAPHI)
MAIL_RECEIVED: Wed 10/21/2015 6:01:51 PM

Submittor Information

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

Price Gouging Experience:

In [REDACTED] 2011, I underwent a bilateral mastectomy with immediate reconstruction. My surgeon used a product in the reconstruction which was (at the time) considered experimental/investigational for breast reconstruction (but not for other purposes). My insurance company refused to pay for the product. [REDACTED] billed \$31,725 for two units, then when the insurance company denied that portion of the claim, discounted that to \$16,151.30. In researching my appeal to my insurance company, I found out that the actual cost of the product was about \$1,000-\$1,200 per unit. [REDACTED] initial bill for what the insurance company wouldn't pay included a markup of approximately 1,500%. After multiple letters (including to the president & CEO) over several months, [REDACTED] finally agreed to settle for \$1,800. I think they realized I knew what the cost actually was. But someone who didn't know how to research and fight would likely have been stuck trying to pay an exorbitant markup.