

**To:** Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]  
**From:** [REDACTED]  
**Sent:** Wed 10/21/2015 12:03:26 AM  
**Importance:** Normal  
**Subject:** Report Price Gouging Submittal (AHCAPHI)  
**MAIL\_RECEIVED:** Wed 10/21/2015 12:03:32 AM

**Submittor Information**

**Name:** [REDACTED]  
[REDACTED]

**Phone Number:** [REDACTED]

**Email Address:** [REDACTED]  
[REDACTED]

**County:** [REDACTED]

**Price Gouging Experience:**

**Hospital:** [REDACTED]  
[REDACTED] (FL) Date: [REDACTED] 2014

Billed Amount: \$2,122.00 Situation: I was there less than 10 minutes. The nurse came into the room, told me to open my mouth, she looked at my throat and told me it was red therefore I had Laryngitis. No tests were run and no blood was taken (no culture). I was given a prescription for Ibuprofen. No shot was given nor antibiotics. The front desk registrar told me that my copay was \$200 with my health insurance and that they would bill me. A few weeks later I received a bill for \$2,122.00 and a doctors bill. I paid the doctors bill because it was explained to me that just the nurse being present in the room created that bill. I immediately requested an itemized bill from [REDACTED]. They only sent a bill with the total amount and told me that was the itemized bill. I explained to the customer service reps (each time I called to request the itemized bill) that there was no list of services rendered, just the total amount. I received maybe five or six of the same "itemized" bill that only had the total amount. They still sent the bill to collections although I was disputing this.

I then contacted them and threatened to file suit and it was then that I was told that they would route my claim to the [REDACTED]. That was [REDACTED] (2015). I have yet to hear anything back from them. Every time I call they tell me that they will get to it and to be patient. I feel like they overcharged me and inflated the prices. Like I previously stated, I was there less than 10 minutes, no tests or blood work was done. No tools were used either. The nurse came in and told me she thought I had Laryngitis because she had seen a lot of patients coming in with it. I wouldn't have minded paying my \$200 copay but I don't agree with the \$2,122.00 they charged me and expect me to pay.