

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Tue 10/20/2015 11:56:18 PM
Importance: Normal
Subject: Report Price Gouging Submittal (AHCAPHI)
MAIL_RECEIVED: Tue 10/20/2015 11:56:22 PM

Submittor Information

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

Price Gouging Experience:

While being treated for cancer at the [REDACTED] I was billed for excessive costs that my insurance company would not pay. I was told that it was a contract dispute between my insurance company and [REDACTED]. When I inquired as to the price difference [REDACTED] told me they would not tell me the contract price because it was proprietary information. When I inquired with my insurance company they told me they had paid the contract price required by [REDACTED]. When I contacted [REDACTED] with that information they told me it was out of their hands and being sent to collections. I tried once a week for 6 months straight to get [REDACTED] to conference call with all parties involved and they refused to speak with me in the phone. [REDACTED] even had my [REDACTED] that stated I had met my out of pocket expense but still refused to talk to my insurance company and insisted I pay them. They never could give me a final bill that matched what they were billing for. All they could say was its been sent to collections. [REDACTED]