

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Tue 10/20/2015 9:50:48 PM
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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:

Due to difficulties, I needed my [REDACTED] [REDACTED] I went to [REDACTED] with issues. They were great and got me in for testing that day and determined it was only functioning 25% and I was close to having it cause tons of pain so I was referred for surgery. The surgeon Dr [REDACTED] was great. What was horrible was [REDACTED] [REDACTED] They surgery was scheduled for [REDACTED]. The day prior, she calls to tell me I have to pay \$2200 UP FRONT when I arrive at the hospital the next day. I'm like what? Since when does anyone pay UP FRONT, you don't even know what you are charging me for yet. So I called my [REDACTED] and they were shocked saying "nobody ever has to pay upfront". So they nicely called [REDACTED] and then came back to me and said well apparently that's the contract and this [REDACTED] had just called [REDACTED] and asked [REDACTED] "what is her cap". So then once [REDACTED] got my "cap" amount she then decided she wants it up front all in one payment prior to surgery. I talked to her and said I don't have this money. She said ok then I can only discount it 50% so pay \$1100 when you get there. I was stunned. So I get to the hosp the next

day and the woman at the desk knew [REDACTED] was a jerk and only charged me \$250. I could see the notes on the screen [REDACTED] had put in my case file and it said something like get her to pay what you can get. Seriously? So I have the surgery, it went just fine. A month later I get a bill showing that the hospital charged \$20,477 for the surgery. [REDACTED] only allowed \$9,829.03 in charges. WHY is there such a huge gap there? [REDACTED] paid, after deductibles, \$8375.20. And now I continue to get bills from [REDACTED] for \$1203.83. Where did [REDACTED] get this amount from? It's my cap on my insurance. It's not what they billed. It's just what they think they can bully me to pay in addition to what the insurance company agreed to. Literally [REDACTED] did \$10,648 in "adjustments" to the bill after seeing what [REDACTED] was willing to pay based on the prices they worked out with the hospital. TEN THOUSAND dollars or almost 50% of the bill is inflated by [REDACTED] and they want their additional pound of flesh now out of me. Disgusting. How do people pay for this stuff? And that [REDACTED] was rude and cold and hey you pay up front and here I am about to go in to surgery. That's making a patient pay under duress. Sickening. I'll never go back there again.