

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
Sent: Tue 10/20/2015 7:57:02 PM
Importance: Normal
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:

My husband was sent to [REDACTED] [REDACTED] - during admission, no one discussed copays, percentages or charges with him. We later get a bill for \$1400. I called admissions at the imaging center- the girl who answered assured me that they discuss that EVERY time with EVERY patient- I asked her EVERY time and with EVERY patient?? Then I told her that had not been the case with us. She referred me to another lady, who I left multiple messages for and never got a single phone call back. I have tried calling the hospital to discuss- it is close to impossible to get a real person on the phone- I don't have hours to sit on hold, which is what happens when you call and before you get a voice mail. This was a [REDACTED] [REDACTED] [REDACTED]. What really gets me- We could have went to another facility less than a few blocks away and had THE SAME procedure done for \$250! NOW, we have been sent to collections over it. The [REDACTED] is NOT located inside the hospital, but is on the same grounds in a different building. It's aggravating and disappointing- we pay almost \$700 a month for insurance to only get ripped off because someone didn't do their job and no one will call us back. I

believe all this is a PERFECT example of price gouging. And I think [REDACTED] should be ashamed of themselves- I tried to appeal it dispute it with insurance to no avail. And now since I did that- they told me that's it. End of story. It's not a wonder people can't afford treatment or won't go, because of things like this:(