

EYE DOCTORS COMPLAINED OF MEDICARE

By Woodrow Wilcox

A client of this insurance agency sent a bill to me and asked me to check on why her insurance company had not paid on the bill. The client is a woman from Lowell, Indiana.

I checked with the client's insurance company. Medicare never sent the claim information to it.

So, I wrote a nice letter to the eye doctors' clinic to explain that there was a problem. I asked the doctors to send certain essential information on the claim directly to the client's insurance company so that the claim could be processed. I was surprised by the answer that I got.

The billing person at the eye doctors' office phoned me to tell me that she had phoned Medicare on several occasions. The eye doctors' office had sent the claim to Medicare in October 2009. But, at each of the several phone calls that the billing person made to Medicare, Medicare personnel claimed that Medicare was having technical problems with its computers and that the claim should be processed in two weeks. That is the "promise" that Medicare gave to the eye doctors' clinic every time the billing person phoned Medicare for the last eight months. And, according to Medicare personnel, the technical problem existed for some time prior to October 2009.

The billing person at the eye doctors' clinic was pleasant toward me and our agency's client, but very upset with Medicare. She assured me that our client would receive monthly statements until Medicare processed and paid the claim, but that the eye doctors' clinic would not "ding" our client's credit or try to force her to pay anything until after Medicare and her insurance company had processed the claim.

I really enjoyed this phone call from the billing person at the eye doctors' clinic. It was so nice to hear the voice of another person who is just as frustrated as I am with the federal government's lousy Medicare system.

Don't forget. A larger federal government health care system will mean that more people will be able to experience the awful service of the federal government bureaucracy.

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