

SAVED HOBART WOMAN OVER \$2600

By Woodrow Wilcox

An elderly woman visited my office and brought a payment demand letter from an attorney's office to get my help. The woman is from Hobart, Indiana. Our meeting was on March 31, 2014.

The letter from the attorney stated that if our client did not pay the \$2,600 bill for medical services right away, the law firm would file a lawsuit.

But, our client never had received a bill for the \$2,600 until she got the letter from the law firm. I knew that something was wrong about this bill and I started investigating. With the client in my office to grant permission for me to speak and question for her, I made phone calls to Medicare, her Medicare supplement insurance company, the medical service provider that had hired the law firm, and the previous owner of the medical service provider.

I learned that neither Medicare nor the Medicare supplement insurance company had received any claim that fit the bill for \$2,600. I discovered that our client had received MRI services in August of 2012 and the previous owner sold the facility to the current owner in September 2012. Neither the previous owner nor the current owner of the MRI facility had bothered to file the claim with Medicare. That was why the bill never got paid.

In my letter to the law firm I stated that I believe every senior citizen on Medicare has a reasonable expectation that the medical service provider will act in a timely, competent, and professional way to file the claim with Medicare. That did not happen in this case. I asked the attorney if it can ever be reasonable to harm a senior citizen financially just because someone else in the Medicare system made a mistake.

The attorney agreed with me. He will be professional and check what I reported to him. But, his letter to me thanked me for the explanation and assured me that if his checking on the matter confirms what I told him, then the collection effort would cease and no lawsuit would be filed. If the lawsuit had been filed, attorney fees and court costs would have been added to the sum of \$2,600.

The help that I gave this client was FREE OF CHARGE because the managers, agents, and staff of this insurance agency make an extra effort to help our senior citizen clients who experience difficulties with the Medicare system. Does your insurance agency give this high level of service to its senior citizen clients? If not, why not?

Note: Woodrow Wilcox is the senior medical bill case worker at Senior Care Insurance Services in Merrillville, Indiana. He has saved clients of that insurance agency over one million dollars by correcting medical bill errors that were caused by mistakes in the Medicare

system. Wilcox wrote the book SOLVING MEDICARE PROBLEMS which is available through Amazon, Barnes & Noble, and at www.solvingmedicareproblems.com.

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