

HELPED WIDOWER FROM HIGHLAND

By Woodrow Wilcox

A widower was having problems with medical bills from his late wife's last few days alive. The widower is from Highland, Indiana.

On November 4, 2013, he visited me for a third time. Medicare had sent to him the documentation that we had requested which related to the medical bills at issue. I saw the problem with the bill immediately. The doctor and laboratory had coded the services incorrectly. Medicare was rightfully refusing to pay for the services because the claim was not filed correctly. Previously, I had written a letter to the laboratory and asked them for a detailed bill because what they had sent to our client could not be matched with the information that the insurance company had.

With the widower present, I phoned the billing department of the laboratory. They had received my letter, reviewed the matter, found the problems in the bill, and re-filed the claim with Medicare. So, my previous letter set things in motion to save our client over \$600.

The help that I gave this client was FREE OF CHARGE. The owners, managers, and staff of this insurance agency really do care about our senior citizen clients. When a problem threatens to cause financial harm to our client, we really try to help the client to avoid paying more than the correct amount. Does your insurance agency give this high standard 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. He wrote the book SOLVING MEDICARE PROBLEMS\$ (www.solvingmedicareproblems.com).

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