

CLIENT FELT MUCH BETTER

By Woodrow Wilcox

“I feel so much better!” a client said in my office on May 28, 2014. “I was worried about these medical bills before I saw you today.”

That is what a retired teacher from Crown Point told me after I had met with her in my office and helped her with a Medicare related medical bill problem. Our client did not cause the problem. Her former employer did not cause the problem. Her insurance company did not cause the problem. Medicare caused the problem.

In January 2014, our client and her former employer notified Medicare that she would switch to using Medicare as her primary insurer as of February 1, 2014. But, Medicare did not update her records until April 17, 2014. All the medical claims that she had from February 1 to April 16 were being processed incorrectly and she was getting bills that claimed that she owed significant amounts of money.

She did not know that this was the problem when she met with me. She had tried to make phone calls to get the bills corrected and paid but she had little luck. Once I investigated and found the cause, I explained to her what I would do for her to get the bills corrected. I wrote letters to all the medical service firms that claimed she owed money. I explained the problem and asked them to refile the claims now that the records at Medicare had been updated. After I finished explaining what I would do to help her, she told me she felt so much better.

All the help that I gave this senior citizen client was FREE OF CHARGE. All the people at this insurance agency really do care about our senior citizen clients and we really do try to protect them from financial harm when problems with the Medicare system threaten their wallets. Does your insurance agency give this high standard of service to senior citizen clients? If not, why not?

Note: Woodrow Wilcox is the senior medical bill case worker at a major insurance agency in Merrillville, Indiana. He has saved senior citizen clients of that firm 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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