

DEAR MEDICARE: OUR CLIENT NEVER WAS IN A HOSPICE!

By Woodrow Wilcox

On June 4, 2014, a client brought bills and interesting stories to me. The client is from Merrillville, Indiana.

Her doctor's claims for treating her on March 25 and March 31 of 2014 were denied by Medicare. That means that Medicare won't help her to pay those bills. What was the reason? Medicare ruled that the doctor could not possibly have treated her because she was in a hospice under the care of other medical service providers. The problem is that our client, her daughter, and her granddaughter were in my office and each told me that our client had never been in a hospice. Medicare's records were wrong.

I spent about an hour with this client as we phoned her insurance provider, Medicare, and some medical service providers to learn what their records showed. Then, I typed a letter for the client and she signed it. The letter laid out the facts of what errors were in Medicare's records and asked that the records be corrected so that her claims could be processed properly and efficiently. Our client signed the letter and I mailed it the same day.

The help that I gave this client was FREE OF CHARGE. This agency takes pride in giving our senior citizen clients help with such problems. 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 a major insurance agency in northwest Indiana. He has helped senior citizen clients of that insurance agency save over one million dollars by correcting medical bill errors that were caused by mistakes in the Medicare system. He even wrote the book SOLVING MEDICARE PROBLEMS\$ (www.solvingmedicareproblems.com) to teach others how to help senior citizens with those kinds of problems.

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