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MAY 17 2010

CITY OF WEST ALLIS  
CLERK/TREASURER

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May 14, 2010

Anthem Blue Cross and Blue Shield  
P.O. Box 34210  
Louisville, Ky. 40232-4210

Dear Anthem Blue Cross and Blue Shield and who ever this may be of concern:

I am writing this letter in dispute of the claim enclosed, date os service being 1/07/10. I have done a great deal of investigation about this claim and spoken to customer Service at Blues Cross Blue Shield many times. Your insurance company was very helpful and apologize for all the problems I've encountered over this situation. They encourage me to file this dispute.

I also spoke to Milwaukee Anesthesiologist Consultant and also found them to be very helpful and they also apologized for this situation and encouraged the dispute of this claim.

I also spoke to West Allis Hospital and I did not find them to be helpful but they did tell me to re-file my insurance claim.

The situation is:

I had a kidney stone problem and contacted Dr. Annesley due to a referral from my primary MD. One of the first things I did when I contacted this office was to let them know that any MD involved in my care must be participating preferred provider for Blue Cross/ Blue Shield. I was told that was understood. I did not get this information in writing but I felt it was clearly understood.

If I would have known at that time that there was not any anesthesiologist that works at West Allis Hospital, that are covered under the participating preferred provider of Blue Cross/ Blue Shield, I would have searched for another MD and hospital but that information was with-held. I did call West Allis Hospital Billing Services after receiving the enclosed information and finding out that there was a dispute between the hospital, the anesthesiologists and Blue Cross/ Blue Shield concerning participating preferred provided status. As I understand the status of the anesthesiologist did change abruptly from a preferred provider to a non participating provider. The hospital would not confirm if it was true that not-one anesthesiologist that works at the hospital is not covered under this very large insurance company. They told me to re-file my claim and stated that this billing issue belongs to the anesthesiologist. They gave me the phone number of the anesthesiologist office telling me to call them for resolution. I already had the number and stated I had spoken to them

cc Atty

My dispute:

1. Information was hidden from me about the anesthesiologist not being a preferred provider.
2. The hospital is not letting the public know of the situation about this non-coverage so honest, ethical and fair choices can be made by patients .
3. If a dispute is going on over billing and payment of preferred providers status, I as a responsible consumer should not be the one to carry the responsibility for this dispute.
4. I did pay the anesthesiologist the non-preferred provider amount that I did receive from Blue Cross/Blue Shield but I am expecting that Blue Cross/ Blue Shield will be paying the remain part of the bill as a preferred provider.
5. The public needs to be informed about there types of issues especially concerning Doctors that are not doing direct care and are behind the scene like anesthesiologists.
6. I believe this entire situation is very wrong and an abuse of taking advantage of those most vulnerable in the health care system—The Patient.
7. I am asking for immediate attention and correction to this matter to all that have caused this problem. I am asking that the public me made aware of any hidden information and costs so they can plan on honest and fair payment responsibilities.

Sincerely Gail Kirk

cc. Dr Annesley  
West Allis Hospital  
OPM  
Community Council West Allis