

MEDICARE REPORTS DID NOT MATCH

By Woodrow Wilcox

A client who lives in Schererville, Indiana brought conflicting paperwork to our office and asked for our help. I helped her.

According to the documents, the doctor's office received a partial payment from Medicare with a Medicare EXPLANATION OF BENEFITS. The statement from the doctor's office showed a Medicare adjustment of the bill, a Medicare payment on the bill, and a balance of 20% of the approved charges for the patient or the patient's insurance company to pay.

But, Medicare sent a Medicare EXPLANATION OF BENEFITS to the client's insurance company which stated that the bill was not approved by Medicare. When a bill is not approved by Medicare, neither Medicare nor the Medicare supplemental insurance company will pay on the bill.

But, the statement from the doctor's office showed that Medicare had approved, adjusted, and paid on the bill. So, Medicare sent conflicting documents to the doctor's office and the insurance company.

I wrote to the doctor's office and requested that a copy of the Medicare EXPLANATION OF BENEFITS that the doctor's office received be sent to the claims department of the client's insurance company. I was hoping that this quick way of getting information to the insurance company would avoid the long and tedious process of getting Medicare to re-examine and correct some records.

For those who think that allowing the federal government to control and pay for all healthcare is a solution, you would not think that if you had my job for a few days. The federal government has done much to mess up the nation's health care system.

Written and distributed in June 2008 by
Woodrow Wilcox, Wilcox News Service