

More Medicare Mess Ups

By Woodrow Wilcox

My associate Gloria Den Hartog and I were discussing more Medicare problems that our agency's clients were experiencing.

Gloria was helping a client who had a Medicare Part D problem. In that case, Social Security had been deducting the Medicare Part D (prescription drugs) policy payments from the senior citizen's Social Security checks. But, the insurance company that was supposed to be getting the payments from Social Security claimed that it never got the payments.

Gloria helped the client to request an audit to track the money that was taken from the Social Security checks but not paid to the client's insurance company. The client's prescription drug coverage is threatened because the government Medicare Part D program DOES NOT WORK WELL.

I told Gloria that I was helping one of our agency's clients who had a Medicare Part A and Part B supplemental problem with a medical office in Lake County. Medicare disapproved of a \$150 charge because the explanation reported by the medical office did not demonstrate the medical necessity of the service.

Medicare has become strict in its requirements of documentation. If the information filed with the claim does not support the claim, Medicare denies it to save the federal government some money.

To help our client, I sent the medical office a letter that requested that the claim be re-filed with corrected notes to support the medical necessity of the service and claim. Three weeks later, the firm ignored my letter and sent the same bill to our client. Now, I'm researching the correct procedure to complain to Medicare about the medical firm and its billing practices.

Anyone who believes that putting the federal government in charge of all health care in this country would solve our health care problems is sadly mistaken and ignorant of the facts of how the federal government's involvement has increased costs and complicated the providing of medical service.

Note: Woodrow Wilcox is the senior problem resolution officer at the largest senior citizen oriented insurance agency in the Midwest.

Written and syndicated by Woodrow Wilcox in 2008.