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Lauren Warren
805 Crumpet Court, Unit 1158
Myrtle Beach, SC 29579
Phone: (843) 240-2186

March 25, 2015

The Honorable Nikki R. Haley
Office of the Governor
1205 Pendleton Street
Columbia, South Carolina 29201

Dear Governor Haley:

My husband Kyle and I are residents of Myrtle Beach, South Carolina. We are a young couple, just starting out in life. Both of us are full-time employees; my husband has been in the golf industry for over six years and I have been in the medical field for five years. We have always believed in working hard and never asking for help. Recently, however, something has happened, which is why I'm writing to you now, asking for any assistance you might be able to offer.

Kyle and I were thrilled to learn, early last year, that we were going to be parents for the first time. An ultrasound revealed that I was pregnant with a baby girl. My pregnancy was uneventful. I took good care of myself by eating healthy and exercising daily, followed up with my physician regularly, and was on track for a smooth delivery. On Tuesday, September 2, 2014, I delivered my precious baby girl with no complications at Grand Strand Regional Medical Center here in Myrtle Beach. Baby Khloe was taken away by medical staff so they could clean her, weigh and measure her, etc.

After a couple of hours, Khloe hadn't been returned to me and I was aching to hold her. My husband went to the nurses' station to enquire about her. Shortly thereafter, my doctor, Kristen Moore, came into my room. She told us that Khloe had had several "apnea events" (she quit breathing). The last "event" was quite serious and Khloe had turned blue. Dr. Moore wasn't sure why this had happened; her guess was that Khloe may have had a stroke during childbirth. Dr. Moore said that Grand Strand Regional did not have the facilities to provide care for this kind of situation; Khloe had to be airlifted to another hospital immediately. McLeod Hospital in Florence was overbooked, but the Medical University of South Carolina (MUSC) had a place for Khloe.

Khloe was airlifted to MUSC by helicopter that very night. Grand Strand Regional Medical Center coordinated the airlift with Med-Trans Air Medical Transport.

My daughter was a patient in the neonatal intensive care unit for nine days. On September 5, 2014, an ultrasound of her brain was ordered by Dr. Julie Ross as a standard protocol.

Unfortunately, the ultrasound revealed that Khloe had suffered a massive brain hemorrhage on her right temporal lobe. Dr. Ross ordered several MRI's of Khloe's brain that day to confirm the original diagnosis.

Governor Haley, I work in a medical practice in Myrtle Beach. Every day I see patients come to the office with no health insurance, and I understand the importance of having health insurance. Although it is expensive, my husband, Khloe and I are all fully-insured through Blue Cross/Blue Shield of South Carolina. Carrying insurance is the responsible thing to do. Kyle and I thought it would protect us against catastrophic medical events like the one we have been through with Khloe.

Imagine my shock when, several months later, I received a bill from Med-Trans Air Medical Transport (the company that airlifted Khloe from Grand Strand Regional Medical Center to MUSC) in the amount of \$31,904.35!

Although Med-Trans had been paid the "reasonable and customary" amount of \$4,367.17 by my insurance carrier, they were billing me for the balance of \$31,904.35 (their original charge was \$36,271.52). When I called Med-Trans, they told me that they did not have to honor the "reasonable and customary" amount since they are not a participating provider with Blue Cross/Blue Shield of South Carolina. At the time of the tragic "apnea events" that Dr. Moore informed my husband and I of concerning our daughter, we did not have the time or clear judgment to focus on finding an in-network provider for her to be airlifted to MUSC.

Governor Haley, I am so upset about this that I am in constant turmoil; I can't even sleep at night. Kyle, Khloe and I live in a small apartment, but we were hoping that one day we might be able to buy our own home with a backyard where Khloe could play. With this huge debt hanging over our heads, there is no way this will ever happen.

I understand that Med-Trans is a for-profit company, and they are certainly entitled to be paid for the service they provide. However, I feel like Med-Trans is "gouging" South Carolina residents by not participating with a major insurance company like Blue Cross/Blue Shield of South Carolina, and by refusing to accept the "reasonable and customary" amount for their services.

If there is anything at all you can do to assist me, Governor Haley, I would greatly appreciate it.

As a footnote, Khloe is doing very well. She has a physical therapist that she works with weekly. Although there is a strong chance that she will suffer from additional strokes in the future, she is a happy and healthy baby and is now sitting up on her own!

Thank you in advance for your help!


Lauren Warren



P.O. Box 708
West Plains, MO 65775

Return Service Requested

patientaccounts@amgh.us
Phone: (877) 288-5340

REVSP

Lauren H. Warren
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Myrtle Beach, SC 29579

Call #: 372143874A-
DOS: 09/02/2014
Pt. Name: Khloe Warren

Date Printed: 03/02/2015

<u>DESCRIPTION OF CHARGES</u>	<u>HCPC</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
Base Rate	A0431	1.0	19250.00	19250.00
Loaded Miles	A0436	94.0	181.08	17021.52

Total Charges \$36,271.52

<u>LAST PAYMENTS/CREDITS RECEIVED</u>	<u>CHECK #</u>	<u>PAYMENT DATE</u>	<u>AMOUNT</u>
Insurance Payment	11682403	12/26/2014	4367.17

Total Credits \$4,367.17

Balance => **\$31,904.35**

Contact your Self Pay Advocate at 1-866-344-5735

^DETACH ALONG ABOVE LINE AND RETURN STUB WITH YOUR PAYMENT^

IF THERE ARE ANY CHANGES IN YOUR ADDRESS OR OTHER ACCOUNT INFORMATION PLEASE LET US KNOW. THANK YOU.