

566 Henderson Road
Varnville, South Carolina 29944

March 10, 2015

Mr. Jamal Smith
Constituent Services
State Of South Carolina
Office of the Governor
1205 Pendleton Street
Columbia, South Carolina 29201

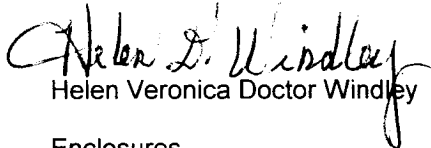
Dear Mr. Smith:

Your response to my letter to Governor Haley was received on yesterday afternoon. I am very sorry that I failed to provide my telephone number. I will call you later this week, but I am providing my telephone number at this time. My telephone number is 803-943-3696.

Prior to speaking with you via telephone, I am providing you with more details on the issues and concerns expressed in the letter I shared with your office. I am doing such because I feel that you will better understand the depth of the expressed issues and concerns. They are impacting the rich and the poor- all Americans.

Thank you.

Yours truly,


Helen Veronica Doctor Windley

Enclosures

CONCERNS REGARDING EXPERIENCES WITH LOCAL SURGEON
SHARED BY
HELEN VERONICA DOCTOR WINDLEY
566 HENDERSON ROAD
VARNVILLE, SOUTH CAROLINA 29944

MARCH 10, 2015

The current US health care system is in immediate need of change. This is primarily because it rests on a for-profit foundation. A for-profit foundation lends itself to efforts directed toward widespread illness and death, only. As a result, such a system fails to effectively serve its intended purpose. It fails to effect any real healing. Instead, it births greed, corruption, and a lack of trust among those served by it. Because of mistrust in the current system due to a lack of integrity therein, this writer is sharing the above need with local, state, and national leaders in an effort to effect change so that American lives can be saved and the quality of lives for Americans can be enhanced.

As stated in a prior letter, this writer has a deep concern about the poor/needy being in need of access to affordable healthcare in the United States of America. The concern is even deeper as it relates to access for the poor/needy to specialized care. The door to specialized care is primarily closed to the underinsured and uninsured. But, to hide the fact that their doors are closed to certain groups, some specialty care providers are utilizing interesting strategies. As stated earlier, Ms. Ramona M. Pinckney, an ANP at Estill Medical Center (of the Beaufort-Jasper-Hampton Comprehensive Health Services) referred this writer to Dr. Carlos Montenegro, a local surgeon in 2012. A primary care health care provider referred this writer to the surgeon. So, the fact had already been established that this writer had a need to be examined by a surgeon. It was a known fact at Dr. Montenegro's office that this writer lacked funds before she left the Estill office. Thus, Dr. Montenegro's office had prior knowledge of her situation. That is, it was known that the patient was uninsured. Well, this writer was not told that an NP and not a surgeon would examine her at Dr. Montenegro's office and that she would be billed for such. She was only told to remit an amount of \$150.00, prior to being seen by the doctor. This writer paid the requested amount. After being examined by Ms. Rebecca Jones, the NP, this writer was told that Dr. Montenegro would not be seeing her on the day of her office visit. This writer was told that she had to remit an additional higher amount prior to being provided services by Dr. Montenegro. This writer left the office and did not receive any further services there. However, thereafter, this writer received a statement of a balance due in the amount of \$151.00. The claim was for services rendered by a provider named Rebecca Jones (see copies of receipt and statement enclosed). With the above stated, it is clear that Ms. Jones was being provided employment at the expense of the poor/needy, while Dr. Montenegro was refusing to provide of his services in the absence of immediate funds. This is a very serious issue. It is serious because it involves not just a doctor, but a surgeon. It is serious because it is discrimination based on ability or inability to pay for services.

This writer had earlier experiences with her parents regarding the same provider. This writer's mother was a dialysis patient with Medicare coverage. Her primary doctor referred her to Dr. Montenegro's office because she was suffering from a Pyloric Stenosis. She was vomiting and had other serious problems because her stomach could not empty properly. When she reported to Dr. Montenegro's office she was told that she had to remit a given amount of money prior to even being seen by Dr. Montenegro because her insurance did not cover the procedure being performed in his private office. She did not have the requested amount on the day of her visit. She was not admitted as a patient. She was turned away. Her condition grew much worse later and she had to be admitted to Colleton Medical Center in Walterboro, SC. While she was an in-patient, Dr. Montenegro went there and corrected her condition. He was paid there and then. But, what if her condition had not gotten worse such that she had a need to be hospitalized? What would have happened to her?

In 2006, Dr. Montenegro performed a Colonoscopy on this writer's father while he was a patient in Hampton Regional Medical Center. Complications developed and this writer's father required hospitalization for an entire month. Medicare paid part of the bill and he made payments on the balance due to Dr. Montenegro. He died in June 2007. His estate went into probate. Dr. Montenegro sent his account to a collections agency. A lien was placed on his property because of the balance due on his account.

During 2013, Southern Surgery Specialists sent this writer a statement (copy enclosed) stating that her claim would be sent to collections, also. After much thought on the issue, this writer paid the amount that Southern Surgery Specialists stated was due to them in the amount of \$151.00. But, it did not end then. On March 6, 2015, this writer received a telephone call from 803-943-4003 (The Hampton Office of Southern Surgery Specialists). It was a recorded message about her account being unpaid. She was told to press a certain number to speak with someone. This writer pressed the number, the phone rang a long time, but no one answered the phone. Thereafter, on March 9, 2015, this writer received another statement from the Atlanta office of Southern Surgery Specialists regarding her unpaid balance on the account with them. She paid the bill... the fake bill... and it still has not ended with Southern Surgery Specialists. It is harassment, and it is for a fabricated bill. Healthcare providers who fake bills should be held accountable for harassment and they should be held to remit payment to patients for damages caused by the said fraudulent practice and their unending attempts to gain.

With the above experiences shared, this writer hereby requests changes in the healthcare for-profit healthcare system. If a for-profit healthcare system remains in place, it needs to be listed under regular for-profit businesses. If a true healthcare system is brought forth, all of the current and future for-profit providers should be required to provide the public with knowledge that they are for-profit businesses, only. All others should be listed and permitted to serve as healthcare providers. The public needs to be able to select from the two groups.

Currently, the system is causing undue stress upon this writer and others. It is known that stress is a leading culprit of many of the chronic diseases impacting America today.

Chronic illnesses/diseases are the major cause of high medical expenses causing Americans to drown financially, experience a low quality of life, and shorter years of life. So, if the US economy is going to improve, it must begin with the US healthcare system undergoing a metamorphosis.

SOUTHERN SURGERY SPECIALISTS

408 Jackson Ave East
Hampton, SC-299243602
Tel: 803-943-4003 Fax: 803-943-4347

RECEIPT OF PAYMENT

Date: 10/18/2012

Received From: Windeley, Helen

Amount: 150.00 **Payment Type:** Cash **Payment Id:** 17939

Charges Detail

Date	Code Description	Units	Fee	Payment
10/18/2012	Patient Payment			150.00
	Totals		0.00	150.00

Account Balance Summary

Total Balance:	0.00
Patient Balance:	0.00
Insurance Balance:	0.00

APPOINTMENT CARD

Patient Name: Windeley, Helen

STATEMENT

This is a statement for professional services rendered by your physician. You may receive a separate bill from the hospital for its services.

Helen D Windley
566 Henderson Road
Varnville SC 29944

PATIENT NAME		
Helen D Windley		
BILL DATE	ACCOUNT NO.	AMOUNT PAID
04/03/2013	83450	

THIS IS A STATEMENT OF SERVICES RENDERED BY PHYSICIAN(S) WHO ARE MEMBERS OF:

SOUTHERN SURGERY SPECIALISTS
PO Box 742203
Atlanta, GA 303842203
803-943-4003

DATE OF SERVICE	DESCRIPTION OF SERVICE	AMOUNT
10/18/2012	Claim:33587, Provider: Rebecca Jones, NP	
10/18/2012	Facility: SOUTHERN SURGERY SPECIALISTS	
10/18/2012	99204 level4	301.00
10/18/2012	Patient Payment	150.00
04/03/2013	This claim will be sent to collections. Your Balance Due On These Services ...	151.00

DATE	PATIENT NAME	ACCOUNT NO.	PAY THIS AMOUNT
04/03/2013	Helen D Windley	83450	151.00

MAKE CHECK
PAYABLE TO:

IMPORTANT MESSAGE REGARDING YOUR ACCOUNT