

South Carolina Office of Ombudsman  
Mr. Jim Cassidy  
Wade Hampton Building  
1206 Pendleton St.  
Columbia, SC 29201

October 21, 2016

RE: Lexington Medical Center and Lexington Family Practice

Dear Mr. Cassidy,

I write as I have an on-going issue with Lexington Medical Center and Lexington Family Practice. I am enclosing copies of the unfortunate incident that has happened. I pray that copies of my paperwork are not too hard to follow.

First, I received a statement dated **1-14-16** from Lexington Family Practice (herein known as LFP) for the amount of **\$10.28**. I paid this statement on **2-14-16**, **ck# 8562**. I then received another statement dated **2-11-16** which still showed the **\$10.28** amount outstanding. Therefore, I forgot that I had already paid the **\$10.28** and paid it again on **2-17-16** (**my ck# 1308 and BB&T ck# 880041.**) I paid this **\$10.28** on line through BB&T thinking it would speed up the process for applying the **\$10.28** to my account. As you can see on the statement dated **2-11-16** my balance was **\$67.07** which was erroneous and should have reflected the **\$10.28** payment but did not. However, I could understand that the statement and the checks may have crossed in the mail. On **2-29-16** I sent a check for **\$25.00** (**ck# 8570**) by mail thus making my balance **\$21.51**.

Secondly, from the total amount of the **2-11-16** statement with the balance of **\$67.07** I reasoned that **two \$10.28 and one \$25.00 payment** would make my total payments of **\$46.56** ( **$\$67.07 - \$46.56 = \$21.51$**  which would be my balance). My next statement dated **3-10-16** showed a debit of **\$14.72**. I called LFP and exclaimed that a debit of **14.72** was showing on my statement and was a mistake as I have not made a payment of **\$14.72**. I could never get a satisfactory answer to my query when I called the billing department at LFP. However, the statement showed I had a balance of **\$31.79** still outstanding. I mailed in a **\$21.51** (**ck# 8574 on 3-28-16**) which should have completely paid off the **\$67.07** amount owed.

Not so, I received another statement dated **4-6-16** with the amount of **\$31.79** still outstanding. On **April 12, 2016**, I went to LFP and spoke with Amanda in LFP billing department. She could not satisfactorily explain the debit of **\$14.72** and told me I still owed **\$10.28**. I paid the **\$10.28** **ck# 8580**. Maybe my math is incorrect but  **$\$10.28 + \$10.28 + \$25.00 + \$21.51 + \$14.72$**  (**that wad debited to my account**) = **\$81.79** that I have paid on a statement I owed showing **\$67.07**.

This is not the first instance that I've had with LFP and Lexington Medical Center (Herein known as LMC). There have been at least two other previous incidents. I've had LMC misplace payment and I called in to pay with my debit card and requested an e-mail with a confirmation that my payment was received only to have LMC send me collection letters stating that I didn't make a payment when in fact they lost my payment and on numerous occasions I faxed to LMC their confirmation number e-mailed to me by LMC.

Mr. Cassidy this is only the tip of the iceberg of the unscrupulous and fraudulent billing practices of LFP and LMC. What you may think is a simple credit-debit billing is not.

Once again this past week I have received a call from someone with LFP turning us over to a collection agency for an unknown statement that LFP stated we have not paid. However, when I asked, LFP could not provide me with copies of said unpaid statements. I also have been quoted different amounts by LFP of what we owe and what the collection agency state that we owe. I have now called LMC requesting my statements from 2012 to present to determine if I owe LMC or LFP any more monies.

The first time that this situation happened I thought that maybe my bookkeeping skills have somehow not been perfect. The second time I began to question their billing practices and was told to mail the checks in, call in and put it on my debit card, etc. I have discovered that it makes no difference how I pay on my medical bills their accounting is still questionable. I have learned that others have the same issues that I am also experiencing. As you can see this issue is frustrating and upsetting.

Lastly, I am asking for an investigation on LMC and LFP for their unscrupulous, fraudulent and strong armed billing practices. I pray that you will contact me concerning your findings.

Sincerely,

A handwritten signature in cursive script, appearing to read "Paula G. Oxner".

Paula G. Oxner  
1345 Brady Porth Rd.  
Lexington, SC 29072









H RONALD OXNER  
PAULA G OXNER  
1343 Brady Park Rd  
Lexington, SC 29072-9751

8579  
09-00003

Pay to the Order of [Redacted]

For Cecilia's MED *H. Ronald Oxner*

⑆05320160740005127210723⑆08579

FOR DEPOSIT ONLY  
FIRST NATIONAL BANK  
CREDIT ADVISORY: DEPOSIT ONLY  
CASH ADVISORY: DEPOSIT ONLY  
801 MONROE ST  
LEXINGTON, SC

CHECK# : 8579 \$33.60

CHECK# : 8579 \$33.60

H RONALD OXNER  
PAULA G OXNER  
1343 Brady Park Rd  
Lexington, SC 29072-9751

8580  
09-00003

Pay to the Order of L.P. [Redacted] \$ 10.28

For [Redacted] *Paul Oxner*

⑆05320160740005127210723⑆08580

CHECK# : 8580 \$10.28

CHECK# : 8580 \$10.28

H RONALD OXNER  
PAULA G OXNER  
1343 Brady Park Rd  
Lexington, SC 29072-9751

8581  
09-00003

Pay to the Order of [Redacted]

For [Redacted] *Paul Oxner*

⑆05320160740005127210723⑆08581

Ms. Bethel United Methodist Church  
PAY TO THE ORDER OF  
Methodist  
Seven Falls, SC 27190  
21570116  
FOR DEPOSIT ONLY  
4285

CHECK# : 8581 \$10.00

CHECK# : 8581 \$10.00

Account # 12888100001 Please print this information for the recipient. \$1,000.00

Account Name: [Redacted]

Address: [Redacted]

City: [Redacted] State: [Redacted] Zip: [Redacted]

Phone: [Redacted]

⑆985806⑆ ⑆05320160740005127210723⑆ 98

90996611

For Deposit Only  
Mail to the account of the Payee  
Do not cash or deposit this check  
⑆05320160740005127210723⑆

0001 - 90500001 - 905000010401 BB  
040418 - 031101321 - Cranberry Township PA  
Barclays Bank

CHECK# : 985806 \$1,000.00

CHECK# : 985806 \$1,000.00

Account # 12888100001 Please print this information for the recipient. \$68.50

Account Name: [Redacted]

Address: [Redacted]

City: [Redacted] State: [Redacted] Zip: [Redacted]

Phone: [Redacted]

⑆985808⑆ ⑆05320160740005127210723⑆ 98

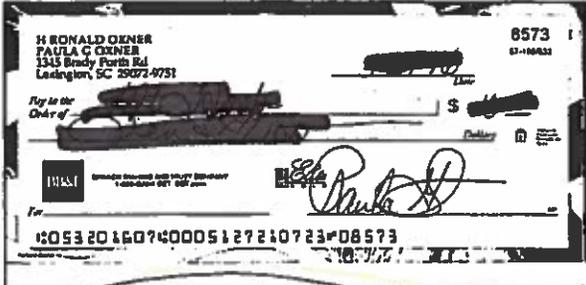
91119058

For Deposit Only  
Mail to the account of the Payee  
Do not cash or deposit this check  
⑆05320160740005127210723⑆

0001 - 90500001 - 9050000107460 BB  
040518 - 031101321 - Cranberry Township PA  
Barclays Bank

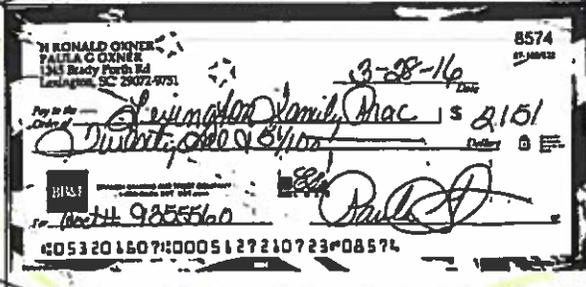
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CHECK# : 985808 \$68.50



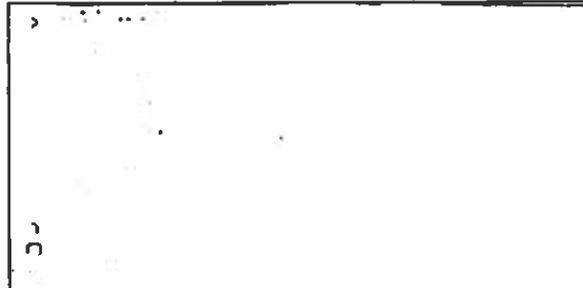
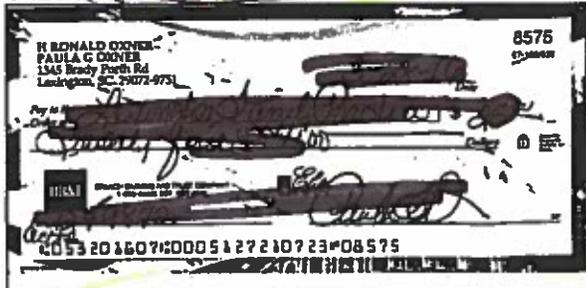
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CHECK#: 8573 \$10.00



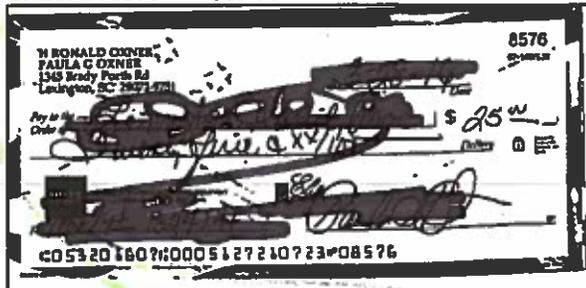
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CHECK#: 8574 \$21.51



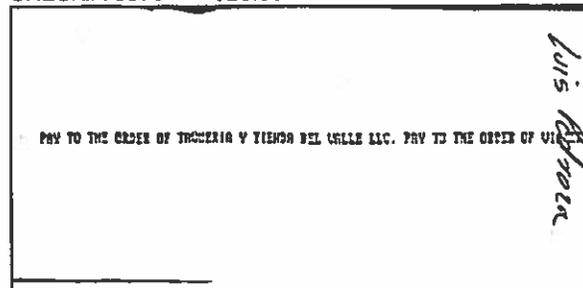
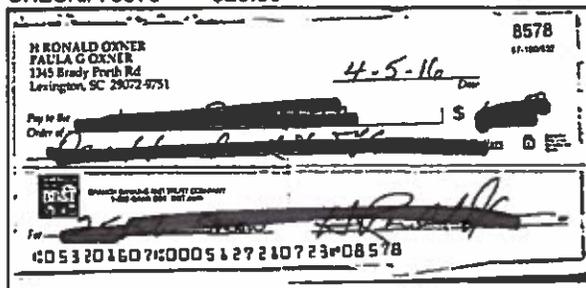
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CHECK#: 8575 \$25.00



CHECK#: 8576 \$25.00

CHECK#: 8576 \$25.00



CHECK#: 8578 \$100.00

CHECK#: 8578 \$100.00

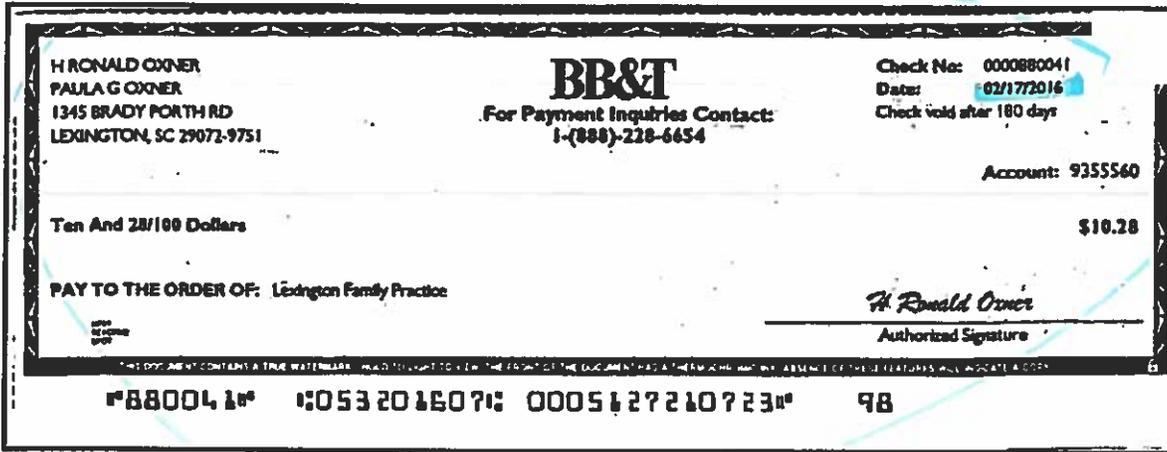
# BB&T Check Images

[Close](#)

Check Number	Amount	Date Posted	Account Type	Account Number
880041	\$10.28	03/09/2016	Checking	5127210723

Front View

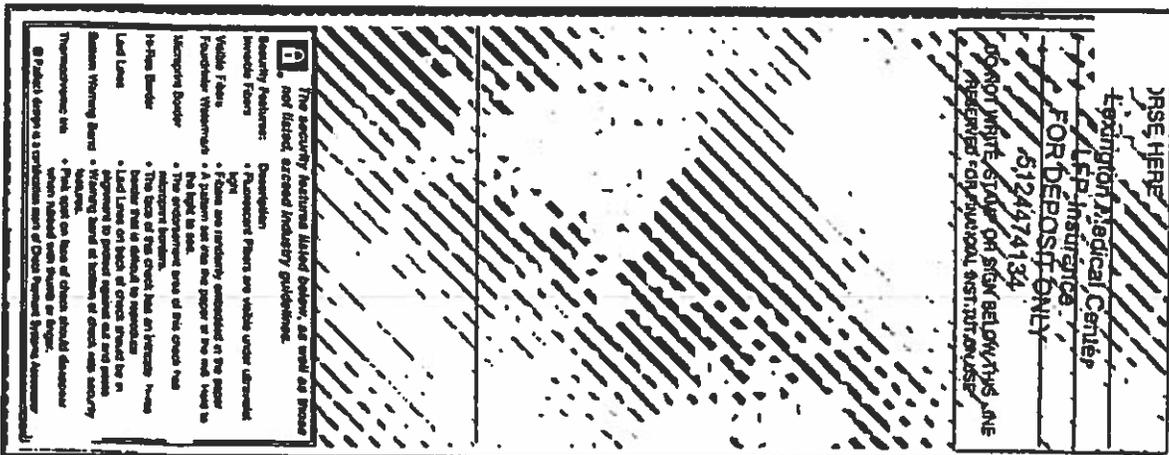
[How to save this image](#)



[Click Image to Enlarge](#)

Back View

[How to save this image](#)



[Click Image to Enlarge](#)

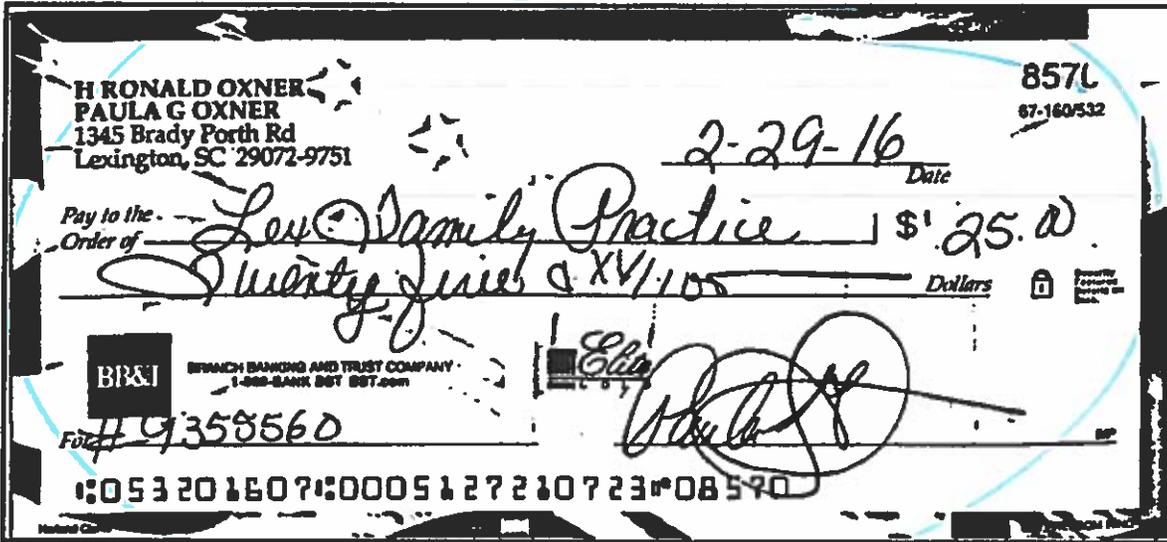
# BB&T Check Images

[Close](#)

Check Number	Amount	Date Posted	Account Type	Account Number
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Front View

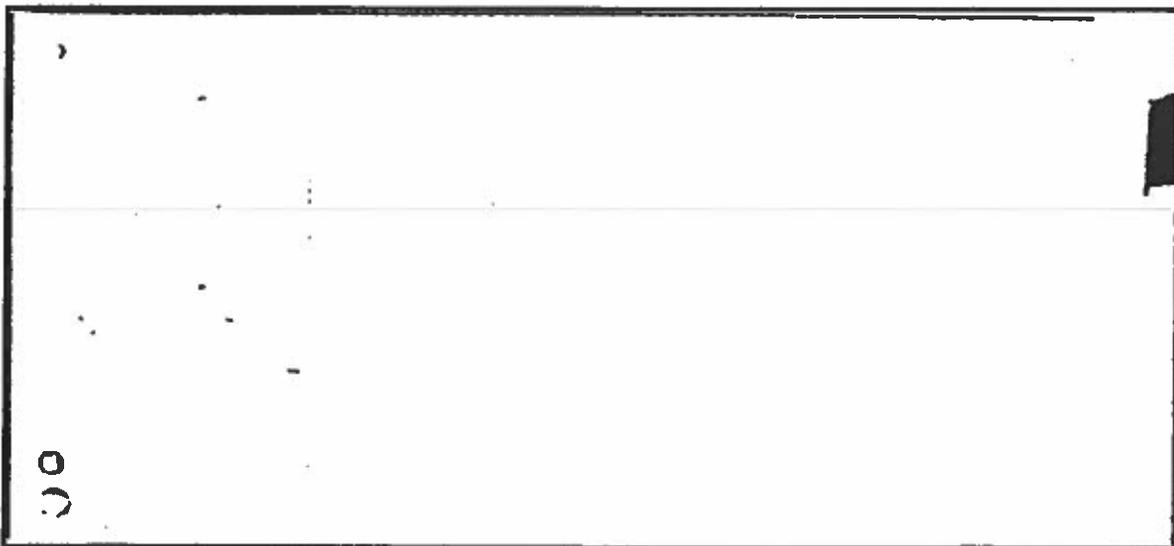
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Back View

[How to save this image](#)



[Click image to Enlarge](#)

H RONALD OXNER  
PAULA G OXNER  
1345 Brady Park Rd  
Lexington, SC 29072-9751

8560  
01-10-2015

Pay to the Order of *[Redacted]*

For *[Redacted]*

⑆053201607⑆0005127210723⑆08560

Branch: 116  
Seq: 11  
Batch: 000726  
Date: 12/14/15

09815-12/14/15 Batch 726

*Living well*

CHECK#: 8560 \$8.00

CHECK#: 8560 \$8.00

H RONALD OXNER  
PAULA G OXNER  
1345 Brady Park Rd  
Lexington, SC 29072-9751

8562  
01-10-2015

12-2-15  
Date

Pay to the Order of *LFP*

For *9255500*

⑆053201607⑆0005127210723⑆08562

OC

CHECK#: 8562 \$10.28

CHECK#: 8562 \$10.28

H RONALD OXNER  
PAULA G OXNER  
1345 Brady Park Rd  
Lexington, SC 29072-9751

8563  
01-10-2015

Pay to the Order of *[Redacted]*

For *[Redacted]*

⑆053201607⑆0005127210723⑆08563

FOR DEPOSIT ONLY

Mr. James United Methodist Church  
PAY TO THE ORDER OF  
Methodist  
South Falls, SD 57190  
27397016

CHECK#: 8563 \$10.00

CHECK#: 8563 \$10.00

Amount: 130000100000 PLEASE PRINT YOUR SIGNATURE FOR OUR RECORDS \$148.00

H RONALD OXNER  
PAULA G OXNER  
1345 Brady Park Rd  
Lexington, SC 29072-9751

Pay to the Order of *[Redacted]*

For *[Redacted]*

⑆985782⑆ ⑆053201607⑆0005127210723⑆98

840831122

0001 - 60500001 - 6050000006323 BB  
120416 - 031101321 - Cranberry Township PA  
Berclays Bank

For Deposit Only  
Credit to the account of the Payee  
Do not write, print or sign on this check.

CHECK#: 985782 \$148.00

CHECK#: 985782 \$148.00

Amount: 130000100000 PLEASE PRINT YOUR SIGNATURE FOR OUR RECORDS \$25.00

H RONALD OXNER  
PAULA G OXNER  
1345 Brady Park Rd  
Lexington, SC 29072-9751

Pay to the Order of *[Redacted]*

For *[Redacted]*

⑆985785⑆ ⑆053201607⑆0005127210723⑆98

842375630

0001 - 60500001 - 6050000006323 BB  
121416 - 031101321 - Cranberry Township PA  
Berclays Bank

For Deposit Only  
Credit to the account of the Payee  
Do not write, print or sign on this check.

CHECK#: 985785 \$25.00

CHECK#: 985785 \$25.00