

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', written in dark ink.

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



V18110 5392
STMT DATE: 04/06/16

PAY YOUR BILL ONLINE! GO TO LMCFOLLOWMYHEALTH.COM CLICK ON ENROLL TODAY

[illegible]

75266-0827

600000031798

189286065000000000000000000000000093555600406201600000031798

CHARGES APPEARING ON THIS STATEMENT ARE NOT INCLUDED ON ANY HOSPITAL BILL OR STATEMENT

000001275-A

Paula H

MESSAGE:
WE APPRECIATE YOU CHOOSING LEXINGTON
MEDICAL CENTER FOR YOUR HEALTHCARE
NEEDS. THE BALANCE ON THIS ACCOUNT IS
PAST 30 DAYS. PLEASE SUBMIT PAYMENT

803-957-8400

LEXINGTON FAMILY PRACTICE LEXI
122 POWELL DR
LEXINGTON, SC 29072
PERSONAL & CONFIDENTIAL



V18110 5392
STMT DATE: 03/10/16

PAY YOUR BILL ONLINE! GO TO LMCFOLLOWMYHEALTH.COM CLICK ON ENROLL TODAY

PAULA G OXNER
1345 BRADY PORTH RD
LEXINGTON, SC 29072-9751

LEXINGTON FAMILY PRACTICE LEXI
PO BOX 660827
MAILSTOP 18928606
DALLAS, TX 75266-0827

1892860650000000000000000000000093555600310201600000031793

STATEMENT

CHARGES APPEARING ON THIS STATEMENT ARE NOT INCLUDED ON ANY HOSPITAL BILL OR STATEMENT

PAGE	STATEMENT DATE	DUE DATE	OFFICE PHONE NUMBER	ACCOUNT #	AMOUNT DUE
1	03/10/16	Upon Receipt	803-957-8400	9355560	\$31.79
DATE	PROVIDER	EXPLANATION OF ACTIVITY	CHARGES & DEBITS	PAYMENTS & CREDITS	BALANCE
01/28/16	LYLE MD	ESTAB PATIENT EXAM - LEVEL - PAULA	\$120.00		
01/29/16		AMOUNT APPLIED TO DEDUCTIBLE: \$56.79			
02/09/16		PATIENT CARD PAYMENT		-\$12.00	
02/09/16		BCBS STATE PAYMENT		\$0.00	
03/04/16		BCBS STATE ADJUSTMENT		-\$51.21	
03/07/16		PATIENT CHECK PAYMENT		-\$14.72	
03/07/16		PATIENT CHECK PAYMENT		-\$10.28	
		Insurance Balance: 0.00 Patient Balance: 31.79			\$31.79
<p><i>There is an error on this invoice</i></p> <p><i>12-2-15 pd \$10.28 Bal due ch# 8562</i></p> <p><i>2-17-16 pd \$10.28 again ch# 2176 1308 as this had not been credited on the next invoice</i></p> <p><i>XO rec'd and was shown as outstanding</i></p> <p><i>2-29-16 pd \$25.00 ch# 8570</i></p> <p><i>Bal. Due is 21.51. I did not pay \$14.72</i></p> <p><i>Pd 21.51 ch# 8574</i></p> <p><i>3-28-16 credited this to the prev. acct.</i></p>					
PLEASE ALLOW 3 WEEKS TO PROCESS YOUR PAYMENT.					
Current	31-60 Days	61-90 Days	>90 Days	Total	Ins Pending
\$31.79	\$0.00	\$0.00	\$0.00	\$31.79	\$0.00
					PATIENT BALANCE PAY THIS AMOUNT
					\$31.79

MESSAGE:

SEND INQUIRIES TO:
LEXINGTON FAMILY PRACTICE LEXI
122 POWELL DR
LEXINGTON, SC 29072

 803-957-8400



V18110 5392
STMT DATE: 02/11/16

PAULA G OXNER
1345 BRADY PORTH RD
LEXINGTON, SC 29072-9751



PAY YOUR BILL ONLINE! GO TO LMCFOLLOWMYHEALTH.COM CLICK ON ENROLL TODAY

LEXINGTON FAMILY PRACTICE LEXI
PO BOX 660827
MAILSTOP 18928606
DALLAS, TX 75266-0827

[illegible]

CHARGES APPEARING ON THIS STATEMENT ARE NOT INCLUDED ON ANY HOSPITAL BILL OR STATEMENT

MESSAGE:
WE APPRECIATE YOU CHOOSING LEXINGTON
MEDICAL CENTER FOR YOUR HEALTHCARE
NEEDS. THE BALANCE ON THIS ACCOUNT IS
PAST 30 DAYS. PLEASE SUBMIT PAYMENT.

SEND INQUIRIES TO:
LEXINGTON FAMILY PRACTICE LEXI
122 POWELL DR
LEXINGTON, SC 29072

803-957-8400

PRACTICE LEXI 46.51
Total should be ↑



PAULA G OXNER
1345 BRADY PORTH RD
LEXINGTON, SC 29072-9751



PAY YOUR BILL ONLINE! GO TO LMCFOLLOWMYHEALTH.COM CLICK ON ENROLL TODAY

189286065000000000000000000000000093555600114201600000010288

645279 (PC1)

000004248-A

15860-ALLSCYC-120625-1123350083-P-5387812-1-1497-37003505-1-1

Mt. Heron United Methodist Church
PAY TO THE ORDER OF
Member
Sous Pch., SD 57190
273970116

FOR DEPOSIT ONLY

7285

CHECK# : 8573 \$10.00

CHECK# : 8574 \$21.51

[illegible]

CHECK#: 8575 \$25.00

**University Medical Center
Lipp Dana Pavilion
FOR CE, CME ONLY
0225111016**

CHECK#: 8576 \$25.00

1015 Admora

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](#)

H RONALD OXNER
PAULA G OXNER
1345 BRADY NORTH RD
LEXINGTON, SC 29072-9751

BB&T
For Payment Inquiries Contact:
1-(888)-228-6654

Check No: 0000880041
Date: 03/17/2016
Check valid after 180 days

Account: 9355560

Ten And 28/100 Dollars \$10.28

PAY TO THE ORDER OF: Lexington Family Practice

H. Ronald Oxner
Authorized Signature

⑈880041⑈ ⑆053201607⑆ 0005127210723⑈ 98

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Back View

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PLEASE WRITE
Lexington Medical Center
LFC Insurance
FOR DEPOSIT ONLY
5124474134
DO NOT WRITE, STAMP, OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE

Security Features:
• Fluorescent Fibers are visible under ultraviolet light.
• Fibers are randomly embedded in the paper.
• Fluorescent threads are visible in the paper.
• A watermark is visible in the paper if the ink is held to the light.
• The endpapers are of the check are microprint fibers.
• The back of the check has an integral 1-4mm laser line on back of check should be in alignment to printed signature and any other markings.
• Laser line is visible if check is held up to light.
• Pick apart on back of check should show security fibers.
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• Pick apart on back of check should show security fibers.

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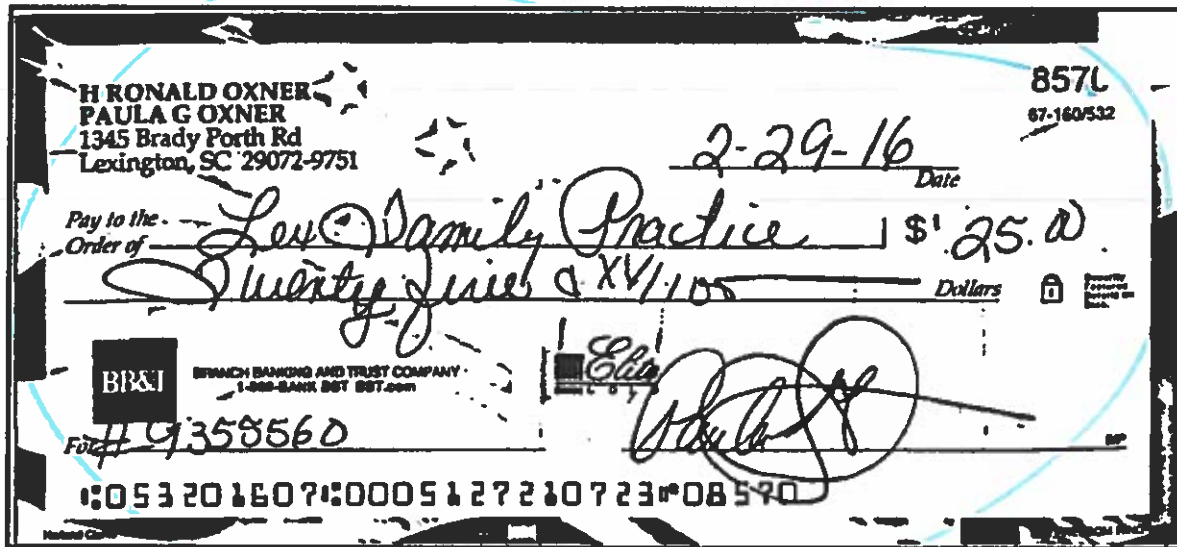
[Click Image to Enlarge](#)

BB&T Check Images

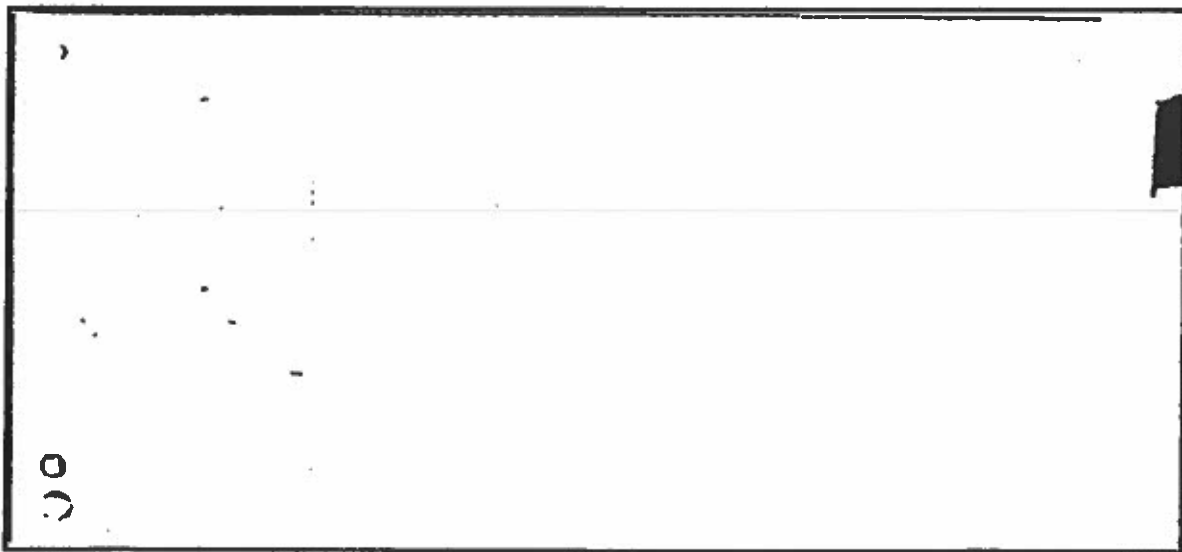
[Close](#)

Check Number	Amount	Date Posted	Account Type	Account Number
8570	\$25.00	03/08/2016	Checking	5127210723

Front View

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Back View

[How to save this image](#)[Click image to Enlarge](#)

living well

CHECK#: 8560 \$8.00

CHECK# : 8562 \$10.28

FOR DEPOSIT ONLY

CHECK# : 8563 \$10.00

84083112Z

For Deposit Only
Do not insert in the front of the paper
If folding to fit in envelope, fold lengthwise first

0001 - 90500001 - 905000006 322 BB
120415 -031101321- Cranberry Township PA
Berkeley Bank

U.S. AIR MAIL PERMIT NO. 700 NEW YORK, N.Y.
POSTAGE WILL BE PAID BY ADDRESSEE

CHECK# : 985782 \$148.00

[illegible]

CHECK# : 985785 \$25.00