



Serving those who serve South Carolina

March 3, 2016

Susie Szasz
PO Box 723
Lugoff, SC 29078

**RE: State of South Carolina Group Health Benefits Plan
Subscriber: Susie Szasz
Patient: Susie Szasz
Identification Number: 52149840**

Dear Mrs Szasz:

On March 2, 2015, the South Carolina Public Employee Benefit Authority Insurance Benefits (PEBA Insurance Benefits) received your letter regarding your request for an Explanation of Benefits (EOB) for a hearing aid. After careful review of the information you submitted, PEBA Insurance Benefits has determined that it cannot comply with your request.

EOBs are issued by our Third Party Claim Administrators, in this case Blue Cross Blue Shield of South Carolina (BCBSSC), in response to a filed claim. Because no claim has been filed to BCBSSC an EOB cannot be issued. In order to receive an EOB you must first file a claim.

In your letter you state that you are requesting benefits be paid for a hearing aid which is a plan exclusion:

No benefits will be provided under any Article of this Plan for any service, supply or charges for the following: Eyeglasses, contact lenses, hearing aids and examination for the prescription or fitting thereof and any Hospital or Physician's charges related to refractive surgery such as radial keratotomy, keratomileusis, or lamellar keratoplasty and any other procedure the purpose of which is to alter the refractive properties of the cornea, except for the treatment of keratoconus. (2016 Plan of Benefits 9.M)

Please file a claim for the hearing aid to BCBSSC and an EOB will be issued after the claim is processed.

Thank you for your understanding in this matter. If you have additional questions, please feel free to contact me at 803.734.3569.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles A Varn", is written over a horizontal line.

Charles A Varn
Appeals Coordinator

Executive Director Peggy G. Boykin, CPA
803.737.6800 | 888.260.9430 | www.peba.sc.gov
202 Arbor Lake Dr., Columbia, SC 29226

PO Box 723
Lugoff SC
29078
March 8, 2016

To: The Honorable
Governor Nikki Haley,

From: Susie Szasz

Re: Update on last week's (weekly March 1-5)
letter concerning BCBS State's
refusal to issue a claim denial
so another insurance will file
& approve a claim to pay 2/3
of a hearing aid cost.

BCBS representative Charles Vain
called & said all he'd issue
was the attached letter of
exclusion.

I do NOT know if the Federal
Insurance (my husband's) will
accept this as a denial
of claim.

I still feel (as others I've told)
that it's ridiculous to refuse a
denial letter unless I have paid
for & been fitted for something
they know they'll deny.

Keeping me from hearing & being
the Best of Christian South
Carolinian I can be - - -
I Love my State & always
have!!!

Respectfully
Susie Szasz