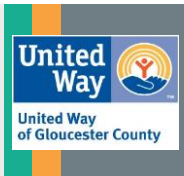


SENIOR CORPS – Medicare Counselling

...is proud to present this success story about...Mrs. M.



Mrs. M was charged for four ambulance rides during an emergency visit to the hospital for a dislocated hip. Mrs. M is 86 years old and was very confused, and could not advocate for herself during her injury. The ambulance was ordered to take her to the surgeon to repair the dislocation. After falling, she was sent back to the hospital and transferred to another doctor's office to repair the dislocation which had failed. Mrs. M received four bills for the ambulance transports totaling \$3,600.00. All four were denied as "unnecessary" and Medicare refused to pay. Our Medicare counselor proceeded to advocate for the client and contacted the transportation company to ask for details. The transportation company told the counselor they had done the first appeal which used up one of three appeals left. The doctor was contacted and wrote a letter of need for all four trips as requested by the counselor, plus the transportation company corrected their file that said she could have been transported by car. Medicare's extended questions about the bills were finally satisfied and they subsequently paid them.

