

A new GMCB Public Comment has been received.

Submit Time: 10/31/2023

Name: Amy Wagner

Affiliation:

Town/City: Charleston, VT

Topic: Input about medical care at a small hospital.

Comment: I submitted an earlier comment about my experience at North Country Hospital in Newport, VT. I have an additional comment regarding health care provided by that hospital. In 2021, my benefit for health care as a retired VT teacher was switched from a traditional Medicare program administered by Blue Cross Blue Shield of VT to a Medicare Advantage Plan, also administered by BCBS. I used that benefit for one year, then opted out of it, going back at my own expense to cover health care costs. While covered by the Medicare Advantage Plan, I had a need for physical therapy, which was supposed to be a covered benefit and had been one during coverage by Medicare. Six months after the services were delivered, I received a notice from BCBS that payment had been denied by the Advantage Plan for services rendered. Additionally, I received a denial notice for some blood work ordered while I was on the Medicare Advantage Plan. I was shocked! Although I was never asked to pay out of pocket for those services delivered, they were delivered in good faith by NCH. I think it is disgusting that Medicare Advantage Plans treat providers like that! I would like to see the Green Mountain Care Board address this issue. It is wrong to deny payment for services rendered. In addition, while I was enrolled in the Advantage Plan, I experienced delays due to the need for the Plan to approve services recommended by well respected doctors. This is potential for harm to the patient as consumer of vital medical care. I would like the GMCB to address this issue as well.

Post Comment: Yes