

To: Manager of Billing, Circles of Care
400 E Sheridan Rd Melbourne FL 32901

From: Daniel Kenney, patient (dob: 5-24-1964)
4420 Coleridge Ave Titusville FL 32780

I have been a patient of Circles of Care for a number of years. At the beginning of 2021 I switched my insurance to the Humana PPO Medicare Advantage Plan. I made this switch to help control any catastrophic medical cost I might encounter. I understood that some of my routine costs could increase so I checked and made sure this insurance plan listed Circles of Care as In-Network, which it does.

Throughout the year I have been charged the Out-of-Network copay of \$65 by Circles of Care. I was told that Humana was charging a \$65 copay for all of my visits when claims were submitted to them. I have since found that Humana and Circles of Care do not always agree whether a charge is In-Network.

Apparently, the Circles of Care facilities and some of its providers are recognized as In-Network by Humana but some of its providers are not. Dr Mathew and LCSW Mier currently provide my care. Dr Mathew's provider number is seen as In-Network by Humana but LCSW Mier's provider number is seen as Out-of-Network by Humana.

To further complicate matters, sometimes my visits to Mier are billed using her supervisor's (Vinuela) provider number which is In-Network. Also, at the beginning of the year I was asked to change providers because Wang and Resh were not credentialed. That's why my visits after February are with Mathew and Mier.

I have enclosed a table summarizing the In-Network/Out-of-Network miscommunication between Humana and Circles of Care. Please help me straighten out this problem so I can afford to continue with the care that I need.

If you could do a couple of things for me I know Humana would properly and consistently charge me the correct In-Network copay of \$35.

- Bill all future visits to Mier under Vinuela's provider number.
- Resubmit billing for visits to Mier on 3-24, 4-13, 4-20, 5-26, and 9-1 under Vinuela's provider number.
- Credit my account for the overpayments of \$30 per visit.
- Begin charging me the In-Network copay of \$35.

Thank you for your help. I am confident that we can work this out and get Humana to properly recognize that all of the care I am receiving at Circles of Care is In-Network.

Sincerely,

Daniel Kenney (dob: 5-24-1964)
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