

We encountered a large out of pocket- out of network bill \$1800, when a Highmark in network hospital (millcreek community hospital) called a non in network ambulance (millcreek paramedic service) to transport our daughter to a Pittsburgh based hospital last year. Millcreek community hospital made the error and did not check to see if we were in network or not with the ambulance service prior to transport. We had no say in the choice and assumed they checked for proper in network coverage.....they could have used the other local ambulance service (emergicare) and the cost would have been covered 100%

We tried to get millcreek hospital to help us out many times, but they did not provide any assistance. We also tried to get millcreek paramedic to accept the “insurance allowance” of \$600-700 if it was in network...they refused...very unfair as they are giving the big insurance company a better deal than a cash paying tax payer!!!

We incurred **\$1800** in costs due to the lack of Millcreek Community Hospitals responsibility to check if the company they arranged to transport our daughter to another hospital was in network.

John Zaphiris

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