

My daughter has been through this robbery twice over past few years. Both times going to a PARTICIPATING HOSPITAL ER but getting whacked not only for the hospital ER bill through Blue Cross but also billed for the non participating DR. Both times she verified Hospital WAS participating. 2nd time, which just happened few months back, she requested a Blue Cross Participating Dr and was told "oh we can't guarantee that". She filed a complaint on the [www.insurance.pa.gov](http://www.insurance.pa.gov) as directed. However that was to no avail as this site is NOT set up to accommodate this type of complaint. The site only verified what the Blue Cross did cover on the bill & never addressed the injustice of requesting a participating Dr. in a participating Hospital yet being told this was not an option!

"my daughter specifically requested to be treated by a "PARTICIPATING" E. R. Doctor. She was told at the ER admission desk the "they could not tell her if the Dr was a preferred Blue Cross Provider"! Once again this was at GCMC. My daughter has Blue Cross Insurance and has been slammed with yet once again a Bill for \$273 from an outside billing service (Emergency Services PC). My daughter, who has very little income, now is being billed by Blue Cross the \$125 (which is acceptable as that is the ER Copay), and she is being billed by this outside ER Services billing agency for another \$273."

Above ER robbery date was 11/16/15

Margaret Krayner

[REDACTED]