

Gloria J. Maples

I was misinformed with GHP on a few things and when I got my Health card and literature, I called on Jan 29 & cancelled as it was suppose to start Feb 1.

Christina said ok it's cancelled, same day I called Advantra RX Premier and told them do not cancell me out. Robert said OK it's taken care of.

Feb 21 late in the day received call from DR. saying I am no longer in Medicare.

Feb 22 Called GHP Nancy said it showed that I was not cancelled on Jan 29 and that I had to sign a paper to be disenrolled. She faxed it to me, I faxed it back.

Feb 28 Gladys Gill from GHP telling me I have to re enroll with Advantra Rx Premier then they will let Medicare know.

Feb 28 called Advantra RX Premier, talked to Brenda Tubbes for 60 minutes explaining everthing then I waited 15 minutes being transfered to enrollment dept. Cheyenne said my re enrollment would start March 1st. Did not happen!

March 8 received letter from Advantra RX Premier asking for Proof OF Special Eligibility. I am totally confused!

March 10 my insurance man came to my house, for 3 1/2 we was on the phone with GHP and an underwriter named, Fredia She even called GHP.

Had to refax papers to them that I faxed on Feb 22.

March 14 Gladys Gill from GHP called and told me to call Advantra RX Premier and tell them I have 1 election and this will disenroll me from GHP. This also did not happen!

5 more phone calls to Advantra RX in March.

4 phone calls to them in April

Around April 16 sent all paper work to Dept of Health Ins.

May 16 received a phone call form Deb Mitchell GHP Appeal Coordinator stating that GHP approved me to be disenrolled from them going back to Feb 1st. I

asked how that would work going back that far when I had 4 months of perscriptions, 8 Chiropractic visits, 2 primary visits, 1 to my cardivascular Dr. and lab work. Plus I was paid up until May 31st and made all my co pays.

She said she did not know.

May 27 called Medicare explained everything to Laura Lee. She said my disenrollment should end Mat 31st not Feb 8th.

May 27 Called Deb Mitchell at GHP told her what Medicare said. She said ok but she had to talk to someone else and she would call me back.

May 27 Mike Davis called me from GHP, He explained to me how much I was paying for Physicians Mutual & Advantra RX & how much I was paying for GHP if I do not go in hospital for any major surgeries I told him I knew all that but I did have a major surgery and I did not pay out 1 cent and I want to go back to that. He said OK and Deb would call back to me.

May 29 called Deb Mitchell at GHP told her I needed letter faxed to me stating I am disenrolled as of May 31st, she faxed that to me and called Medicare and we had a 3 way phone call talking to Tea Smith. She took my Medicare information and renrolled me with Advantra RX Premier stating it would take effect June 1st.

5 phone calls in June to Advantra RX I still am not with them, Medicare shows I

am with GHP and GHP shows I am no longer with them as of May 31st.

I have no health coverage or perscription D coverage and I had to pay out of pocket for my June perscriptions!

In closing when you call these 2 places not counting Medicare, you get someone differant and if you ask to be transferred to someone higher up they can not do that and a lot of times you will get differant answers to the same question. I have lots of paperwork on this subject