



MASSACHUSETTS GENERAL
PHYSICIANS ORGANIZATION

Massachusetts General Physicians Organization
Professional Billing Office

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James L. Heffernan
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July 2, 2015

[REDACTED]
[REDACTED]
[REDACTED]

Dear Ms. Mullahy,

I am Kevin Mulcahy, Director of Payer Relations for the Massachusetts General Physician Organization. I would first like to thank you for bringing the billing errors made on your account to our attention. We take errors very seriously and try to rectify them as quickly as possible, and we use situations such as yours to improve our processes so similar mistakes do not occur in the future.

I would like to provide you with reassurance that we have taken the necessary actions on your account to remove the erroneous billing and I am personally working with our Medicare intermediary National Government Services (NGS) to make sure that everything billed in error is corrected. I spoke with them on Wednesday, July 1, 2015, and have sent them all of the documentation as to what steps we have already taken to correct the billing.

What happened on your account is extremely complicated and was the direct result of human error, and for this we apologize. Your concern with no one being able to see what has happened with your account is valid and unfortunately with this issue most people would not be able to find it. Due to the particular problem which was caused by one of our employees, the claims billed out in error actually do not appear anywhere on your record within the system; therefore when you called Customer Service they could not identify the claims. Please know that as a result of the error made in the system we have put the necessary edits in our system to prevent this issue from happening again.

Outlined below is a summary of what took place and action steps being taken.

- On 12/11/14 your billing information was erroneously attached to default record in our billing system which released claims for other patients to Medicare or other insurers in error
- 67 claims were sent to Medicare or other insurance companies for patients other than yourself
- The insurers either paid the claims in error or rejected them appropriately
- The issue was discovered on 3/25/15 and your information was removed from the default record on 4/3/15
- Information Systems tested and implemented edits on 4/9/15 to prevent this from happening again



MASSACHUSETTS
GENERAL HOSPITAL



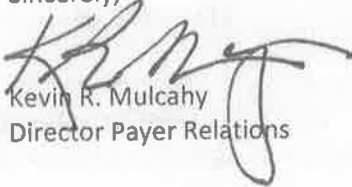
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HEALTHCARE

- Refunds to Medicare began being processed by our organization on 4/12/15
- On 7/1/15 I had a call with NGS to explain what happened and they are working directly with me to make sure your account is cleared of erroneous billing and that you have no issue with receiving the services entitled under your Medicare benefits

I hope that I have provided you with assurance that we are working on this and know that I will let you know when the clean up at Medicare is complete. In the meantime if you have any questions please do not hesitate to contact me directly at (617)724-9245.

Sincerely,



Kevin R. Mulcahy
Director Payer Relations