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Amazing stories!

"You're an angel!"

-Jerry, Patient Care member

The shoebox of medical bills was filling up and Patient Care member "Jerry" felt like he was on his own... until he heard about Patient Care through his employer. Jerry, who was undergoing follow-up care after a major procedure, was connected with Patient Care Advocate Tiffany.

Tiffany got started by asking Jerry a couple questions and reviewing his medical bills. She discovered that Jerry was incorrectly informed that the hospital providing his follow-up care was in-network. Because of this incorrect information, Jerry was charged as if he used an out-of-network hospital, causing the unexpected costs to appear on his medical bills.

After many phone calls and emails between the hospital and Jerry's insurance company, Tiffany persuaded the hospital to offer Jerry an in-network discount on his follow-up care, saving him $45,000.

"You're an angel!" Jerry said on their last phone call.

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Monday-Friday: 7 a.m. - 8 p.m. CST
Saturday: 8 a.m. - 1 p.m. CST

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