

Brittany and Sherri,

Last year, while out of state (and network) visiting family, I faced an emergency health situation and was hospitalized for three days. Not only did my stay rack up the typical hospital bills, but there were many tests and consults.

Shortly after returning to Ohio, I began to receive bills – very substantial in size – with a “code” that indicated that insurance participation was denied. And the bills kept coming.

When I made you aware of the situation, you agreed that this “shouldn’t be” the case and let me know that you would do your best to represent me. Little did either of us know that your “representation” would require hours of phone time, requisition of medical documents...almost a year of facing this task.

Thank you so much for your tireless efforts. The issues have finally been resolved. There is no doubt that I would have never been able, on my own, to navigate the mine field that you ventured through on my behalf.

Like you, I’m an owner of a “service business.” Sometimes that means that we are called upon to go way above and beyond because we take our service to people seriously. You went way above and beyond in taking care of me. And your commitment, I’m sure, saved me a lot of time and aggravation as well as money.

I can’t thank you enough.

Bob U.