

MEMO

To: Aaron Ketchel
From: Nicole Bennett
Subject: Patient Contacts
Date: August 6, 1998

I have left word with the Kennedy staff to find the Jennings contact and will send that along as soon as I get it. Feel free to call them as well if timing becomes an issue. Let me know if you have any further questions.

Vaughn Dashiell - survivor/wife Pamela
Contact - Micheal Miller @ Miller & Associates 703-519-8080/703-519-8084

Wendy Connelly
Contact - Denise Bell @ American College of Emergency Physicians 202-728-0610

Joyce Ching
Contact - Attorney Mark Hiepler 805-988-5833

Jack Jennings
Contact - Senator Edward Kennedy 202-224-4543

Paige Lancaster
Contact - Micheal Miller @ Miller & Associates 703-519-8080/703-519-8084

Nicole Bennett
Associate Director
Democratic Steering and Coordination Committee
Hart 712
Washington, DC 20510
(202) 224-8994

INDEX OF HMO HORROR STORIES

DENIAL OF SPECIALIST:

| <u>State</u> | <u>Victim</u> | <u>Case</u> |
|---------------|------------------|---|
| California | Joyce Ching | Refusal of specialist leads to death |
| California | Dr. Bonnie Hough | Denial of specialist after becoming paraplegic |
| Delaware | Edward Basham | Denied specialist, paid out-of-pocket |
| Illinois | Debra Moran | Denial of specialist care -- paid out-of-pocket |
| Massachusetts | Jack Jennings | Denial of specialist for lung reduction surgery |
| New York | Charles Kuschel | Denied appropriate specialist for bile duct surgery |
| Tennessee | Lena Freeman | Denied payment for cancer specialist |
| Italy | Glenn Nealy | Denial of specialist led to death (widow lives in Italy and occasionally comes to NY) |

DENIAL OF PAYMENT FOR EMERGENCY CARE:

| <u>State</u> | <u>Victim</u> | <u>Case</u> |
|--------------|-----------------|--|
| Georgia | Glenn Tisdale | Denied emer. care for cerebral hemorrhage |
| Illinois | Lucy Curry | Billed for out-of-network emer. care |
| Maryland | Jaqueline Lee | Denied emer. payment even though unconscious |
| Oregon | Wendy Connelly | Denied emergency claim for heart attack symptoms |
| Pennsylvania | Edmund Popiden | Denied emergency claim for heart attack symptoms |
| Virginia | Vaughn Dashiell | Refusal to approve emergency care leads to death |
| Washington | Betty Havens | Denied emer. care since she was out-of-network temporarily |

USE OF FINANCIAL INCENTIVES TO DENY PROPER CARE:

| <u>State</u> | <u>Victim</u> | <u>Case</u> |
|--------------|------------------|--|
| Oregon | Sharlyn Cipriano | Financial incentives caused delayed diagnosis |
| Virginia | Paige Lancaster | Financial incentives prevent needed diagnostic tests |

INDEX OF HMO HORROR STORIES

| <u>STATE</u> | <u>VICTIM</u> | <u>CASE</u> |
|---------------|------------------|---|
| California | Joyce Ching | Refusal of specialist leads to death |
| California | Dr. Bonnie Hough | Denial of specialist after becoming paraplegic |
| Delaware | Edward Basham | Denied specialist, paid out-of-pocket |
| Georgia | Glenn Tisdale | Denied emer. care for cerebral hemorrhage |
| Illinois | Lucy Curry | Billed for out-of-network emer. care |
| Illinois | Debra Moran | Denial of specialist care -- paid out-of-pocket |
| Maryland | Jaqueline Lee | Denied emer. payment even though unconscious |
| Massachusetts | Jack Jennings | Denial of specialist for lung reduction surgery |
| New York | Charles Kuschel | Denied appropriate specialist for bile duct surgery |
| Oregon | Sharlyn Cipriano | Financial incentives caused delayed diagnosis |
| Oregon | Wendy Connelly | Denied emergency claim for heart attack symptoms |
| Pennsylvania | Edmund Popiden | Denied emergency claim for heart attack symptoms |
| Tennessee | Lena Freeman | Denied payment for cancer specialist |
| Virginia | Vaughn Dashiell | Refusal to approve emergency care leads to death |
| Virginia | Paige Lancaster | Financial incentives prevent needed diagnostic tests |
| Washington | Betty Havens | Denied emer. care since she was out-of-network temporarily |
| Italy | Glenn Nealy | Denial of specialist led to death (widow lives in Italy and occasionally comes to NY) |

**HMO Denies Specialist to Man Needing Surgery
Charles Kuschel**

Contact Information: Floral Park, NY

Source: Carol Eisenberg *Melville*
Newsday (NYC), June 7, 1998

P6/(b)(6)

Story: Mr. Kuschel was diagnosed with a rare bile duct cancer that required an experienced surgeon. Mr. Kuschel and his wife requested a specialist from the HMO only to be repeatedly denied and eventually told that the HMO did not have such a specialist. They assigned another surgeon they deemed to be qualified, but other specialists noted he had little or no experience with this surgery. Mr. Kuschel eventually was driven to pay out-of-pocket for a specialist.

POSSIBLE

P6/(b)(6)

P6/(b)(6)

P6/(b)(6)

**HMO Denies Payment for Cerebral Hemorrhage
Glenn Tisdale**

Contact Information: Evans, GA

Source: Kent Kimes
The Augusta (Ga.) Chronicle 724-0851.(706)
February 8, 1998

Story: Mr. Tisdale took his wife to the emergency room after she was complaining of severe head pain. She was diagnosed with a cerebral hemorrhage but the HMO refused to pay the entire bill, saying that the situation was not considered life-threatening.

Mr. Kimes wrote the article "on the fly" & is not willing to assist us in finding victims.

possible # for Glenn Tisdale

P6(b)(6)

HMO Initially Denies Emer. Serv. Payment to Unconscious Patient
Jaqueline Lee ~~OO~~

Contact Information:

P6/(b)(6)

Source: John MacDonald
The Hartford Courant
May 2, 1998

P6/(b)(6)

Note: Spoke to a "Capitol Hill Gathering"

Story: Ms. Lee was airlifted to the University of VA after falling off of a 40 foot cliff in the Appalachian Mountains. She hit her head and was unconscious. She received emergency treatment but the HMO initially denied payment because she did not receive prior authorization to go to the emergency room. Eventually the HMO paid the bill.

Lee spent some time on Capital Hill

Dighell's Office

Bridgette Taylor

Amy ~~GG~~

P6/(b)(6)

Elizabeth Miller

P6/(b)(6)

Joe Lee

~~4~~
w leejs@tst.tracor.com
h beachball@hotmail.com

Denise Bell

**Death Results in Lung Patient Denial of Specialist
Jack Jennings**

Contact Information:

Source: www.senate.gov/~dpc/patients_rights/jennings.html
Senator Kennedy

Story: Mr. Jennings was hospitalized with emphysema and diagnosed with pneumothorax, a dangerous condition requiring lung reduction surgery. The HMO denied his referral to an a surgeon with expertise in performing this procedure. After hassling the HMO, another referral (to a doctor in the same group) was given by the HMO. By this time, Mr. Jennings was diagnosed with lung cancer and could no longer benefit from the treatment. He died soon after the diagnosis.

Contact - Senator Edward Kennedy

P6/(b)(6)

Frances Jennings wife of John (Jack) Jennings

P6/(b)(6)

**Denial of Specialist
Dr. Bonnie Hough**

San Diego

Contact Information:

Source: "San Diego in Lead of HMO Revolution"
Barbara Marsh
LA Times, August 31, 1995, p. A-14

(714) 966-5600

Story: Bonnie Hough was injured in a light plane crash in 1979, and lacks feeling in the lower half of her body and requires a wheelchair. In 1989, while retraining for a specialty in psychiatry at UC San Diego's medical school, Hough made a routine visit to see her primary care physician through the university's Health Net health plan. Hough requested a referral to a specialist in rehabilitation medicine, figuring an expert would ensure she received the special preventative care that paraplegics require. Unfortunately, her physician denied the request for a referral. About a month later, Hough became ill and developed a pressure sore on her buttocks that opened and drained pus. This is something that a rehabilitation doctor would have checked for and taken care of. Still, her primary doctor refused to refer her to a rehab specialist. The sore grew, and eventually she needed surgery to have a portion of her buttocks removed. Afterward, she spent three months in a nursing home and was on round-the-clock nursing care for months after that. As a result, Hough was incapacitated for a year.



I BELIEVE THAT THIS IS THE NUMBER
BUT IT IS UNCONFIRMED AND NO
LONGER IN SAN DIEGO - THE NUMBER IS
IN NO. CALIFORNIA IN MARIN COUNTY.

HMO Incentive Plan Results in Lack of Diagnosis for Young Girl Paige Lancaster

Contact Information:

Source: www.senate.gov/~dpc/patients_rights/lancaster.html
Senator Dorgan

Story: When Paige was 11 years old, her mother took her to a doctor after Paige experienced severe headaches, nausea, and other symptoms. The doctors did not order any diagnostic tests since there was an incentive plan installed by the HMO to dissuade doctors from ordering expensive procedures. Four and a half years later, an MRI was finally ordered and a tumor that had infiltrated 40% of her brain was discovered. The Lancasters sued the HMO but were unable to gain compensation due to the protections of ERISA.

Contact - Michael Miller@Miller & Assoc.

P6(b)(6)

**Denial of Specialist
Sharyln Cipriano**

Contact Information:

GRESHAM, OR

Source:

www.consumerwatchdog.org
(310) 392-0522

Story: Sharyln Cipriano experienced a cervical herniation, which caused her spinal cord to compress, resulting in pain radiating into her left arm and an intolerable headache. The HMO's doctor's diagnosis of muscle spasms went on for over three and a half months, even after informing him of how her neck had been injured and of her past history of neck injuries. Cipriano had to visit an independent fee-for-service osteopath, paid for out of her own pocket. This doctor strongly urged her to get an MRI, but her HMO doctor refused the test, as it would cost him and his clinic money. After begging her HMO doctor, she was able to get consent for the MRI. The test revealed Sharyln had radiculopathy, a diagnosis the osteopath had given her two months prior. At this late stage, the damage had been done.

P6/(b)(6)

**Denial of Access to Specialist/Discussion of Treatment Options:
Edward Basham, 41**

Contact Information:

P6/(b)(6)

Source: Patient Advocate Foundation
Nancy Davenport-Ennis
757-873-6668

Story: Mr. Basham has a unique type of brain tumor. His oncologist referred him to a brain tumor specialist in Evanston IL, but the visit was denied by the insurer. Mr. Basham paid for this visit on his own, but returned to the network for his ongoing chemotherapy. He feels like he is not getting all information about treatment options, and that the best treatment options are in Evanston.

**Denial of Access to Women's Specialist:
Betty Havens, 47**

Contact Information:

P6/(b)(6)

Source: Patient Advocate Foundation
Nancy Davenport-Ennis
757-873-6668

Story: Ms. Havens officially resides in Vancouver, Washington, and is visiting family members in New York, as she does for several months each year. In May, she noticed a breast lump and wanted to seek immediate medical advice. Her insurer refused payment because it was not an emergency and she was out of the network. She is currently appealing.

NEWSPAPERS

NEVADA

Ely Daily Times

937 National Press Bldg., 20045
202-783-1760
Tony Batt, Correspondent

Las Vegas Review Journal

937 National Press Bldg., 20045
202-783-1760
Tony Batt, Correspondent
<http://www.lvrj.com/>

Reno Gazette Journal

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5867 Fax: 703-558-3813
Fredreka Schouten, Correspondent

NEW JERSEY

Bridgewater Courier-News

Camden Courier-Post

Cherry Hill Suburban

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5808 Fax: 703-558-3813
Deborah Kalb, Correspondent

Jersey Journal

1101 Connecticut Ave., NW, #300, 20036
202-383-7826
Terry Kivlan, Correspondent

Millville Daily

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5808 Fax: 703-558-3813
Deborah Kalb, Correspondent

Newark Star-Ledger

1101 Connecticut Ave., NW, #300, 20036
202-383-7823
Bob Cohen, Correspondent

Vineland Daily Journal

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5808 Fax: 703-558-3813
Deborah Kalb, Correspondent

Newsday

| | | |
|------------------------|-----------------|--------------|
| Bureau Chief | Jim Toedtman | 202-626-8483 |
| News Editor | Anne Q. Hoy | 202-626-8485 |
| Senior Corresp. | Gaylord Shaw | 202-626-8482 |
| Senior Corresp. | Patrick Sloyan | 202-626-8465 |
| White House Corresp. | Glenn Kessler | 202-626-8473 |
| White House Corresp. | William Douglas | 202-626-8481 |
| Congressional Corresp. | Elaine Povich | 202-626-8471 |

<http://www.newsday.com>

Main Number: 202-393-5630

Fax: 202-393-7043

1730 Pennsylvania Ave., NW, #850, Washington, DC 20006

NEW MEXICO

Alamogordo Daily News

937 National Press Bldg., 20045
202-783-1760 Fax: 202-783-1955
Clyde Weiss, Correspondent

Albuquerque Tribune

1090 Vermont Ave., NW, #1000, 20005
202-408-2706 Fax: 202-408-5950
Karen MacPherson, Correspondent

NEW YORK

Asian Wall Street Journal

1025 Connecticut Ave., NW, 20036
202-862-9274 Fax: 202-862-9266
Eduardo Lachica, Bureau Chief

Batavia News

1001 National Press Bldg., 20045
202-662-7085
Alan S. Emory, Correspondent

Binghamton Press & Sun-Bulletin

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5812 Fax: 703-558-3813
Billy House, Correspondent

Buffalo News

1141 National Press Bldg., 20045
202-737-3188 Fax: 202-783-3224
Douglas Turner, Bureau Chief
<http://www.buffnews.com>

Catskill Daily Mail

1001 National Press Bldg., 20045
202-662-7085
Alan S. Emory, Correspondent

El Diario

P.O. Box 21590, 20009
202-234-3898 Fax: 202-462-3675
Luis Rafael, Editor

Elmira Star-Gazette

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5809 Fax: 703-558-3813
John Machacek, Correspondent
<http://www.star-gazette.com/>

Hudson Register

1001 National Press Bldg., 20045
202-662-7085
Alan S. Emory, Correspondent

Ithaca Journal

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5812 Fax: 703-558-3813
Billy House, Correspondent

Journal of Commerce

1230 National Press Bldg., 20045
202-783-0778 Fax: 202-661-3366
Leo Abruzzese, Bureau Chief
<http://www.joc.com>

Malone Telegram

1001 National Press Bldg., 20045
202-662-7085
Alan S. Emory, Correspondent

Mamaroneck Daily Times

1000 Wilson Blvd., #1000, Arlington, VA 22229
703-276-5812 Fax: 703-558-3813
Billy House, Correspondent

Middletown Times Herald-Record

1025 Connecticut Ave., NW, #310, 20036
202-828-3491 Fax: 202-828-3490
Mike Mello, Correspondent

The New York Times

| | | |
|----------------------------|------------------|--------------|
| Bureau Chief | Michael Oreskes | 202-862-0362 |
| Washington Editor | Adam Clymer | 202-862-0306 |
| Deputy Washington Editor | Janet Battaile | 202-862-0303 |
| Deputy Washington Editor | Elizabeth Becker | 202-862-0425 |
| News Editor | Jane Bornemeier | 202-862-0308 |
| Night Editor | Kate Phillips | 202-862-0307 |
| Chief Corresp. | R.W. Apple Jr. | 202-862-0310 |
| Sr. White House Corresp. | James Bennet | 202-862-0359 |
| Sr. Congressional Corresp. | Alison Mitchell | 202-862-0377 |

<http://www.nytimes.com>

Main Number: 202-862-0300

Fax: 202-862-0340

Circulation: 800-631-2500

1627 Eye St., NW, #700, Washington, DC 20006

Man Denied Referral to Cardiologist Dies
Glenn Nealy

Contact Information:

P6/(b)(6)

P6/(b)(6)

Source:

Ellis Henican
Newsday, July 17, 1998
~~WMAZ 3/6~~

After switching his HMO, Glenn went to see primary care physician in order to schedule an appt. with his cardiologist. His physician denied a referral and prescribed the agina medication himself. The prescription was incorrectly filled-out and Glenn was denied his medication. Eventually, he received the medication but still was not referred. Six and a half weeks later he was scheduled to see a cardiologist, but died from a heart attack the day before the appt. at the age of 38.

Contact:

lawyer Susan Gibraltar
914-741-6200

Mrs. Nealy

P6/(b)(6)

through Aug 31
she will be
in US. She
normally lives
in Italy.

man → Whitney North Seymour
work w/ HMO's
big case load
212-869-2212

works w/ Trial Lawyer Assoc.

Irene Merdinger
201-964-2396

**HMO Denies Payment for Emergency Services to Woman
Lucy Curry**

Contact Information: Chicago, IL

(312) 042-2387

Source:

Alex Rodriguez

Chicago Sun-Times

321-3000 (312)

April 9, 1997

Story: Ms. Curry, a retiree, awoke one morning with severe chest pain and a 104-degree fever. She called her HMO which put her on hold for 30 minutes, then disconnected her. She tried again and "got another machine." After a few more tries, she was told to go to the nearest emergency room. After receiving treatment, she was billed by the HMO since she did not go to a hospital in the policy.

filling in for another reporter - he didn't follow-up

City council committee on Health

News Room at City Hall - 312-744-5000
City Council
223-492-4405
223-399-5291
312-744-5000
312-744-3390

Ed Smith Health Committee
223-533-0966
773-533-0900

Lucy Curry

Dr. Stanley Bild

**Woman Dies Due to Lack of Specialist
Joyce Ching**

Contact Information:

Source: www.senate.gov/~dpc/patients_rights/ching.html
Senator Boxer

Story: In summer of 1994, Joyce Ching began to experience extreme abdominal pain. She went to her physician who recommended that she change her diet, and refused to send her to a specialist. After three months, and countless visits, she was finally referred to a gastroenerologist, who diagnosed her late stage colon cancer. She died at the age of 34. ERISA ruled nothing was done incorrectly.

Contact - Attorney Mark Hiepler
805-988-5833

HMO's Found to Deny Payments for Emergent Care
Wendy Connelly

Contact Information:

Source: www.senate.gov/~dpc/patients_rights/connelly.html
Senator Dorgan

Story: Mrs. Connelly experienced symptoms which she feared were indications of a heart attack. After contacting the HMO, which advised her to seek emergency care if the symptoms persisted, she arrived at the emergency room where doctors diagnosed her condition as a previously undiagnosed thyroid imbalance. The HMO denied the claim, saying that the final diagnosis was not an emergency and was therefore not covered under the plan. Mrs. Connelly and her doctors protested and the HMO finally acquiesced. Mrs. Connelly searched out others who were unfairly being denied coverage and discovered it was routine for her insurer to deny emergency room claims if the final diagnosis was a non-emergent condition.

Contact Denise Bell @ American Colleges &
Emergency Physicians
202-728-0610

**HMO Denies Specialist
Debra Moran**

Contact Information: Winfield, IL

Source: Jamie Court -- Director of Consumers for Quality Care, Santa Monica, CA
Chicago Tribune, June 22, 1998, Pg. 13

310
392-
0522

Story: In July 1995, Debra developed a pain in her hand, wrist, elbow, shoulder, and neck. The pain was due to a condition that impairs circulation and neural transmission. Her HMO refused to send her to specialists to treat the condition and was forced to pay a specialist in VA out-of-pocket.

Debra Moran - she could use some help
She still has \$100,000
bill according to
Jamie Court.

[Redacted] P6/(b)(6)
[Redacted] P6/(b)(6)

Denial of Emergency Care
Vaughn Dashiell

Contact Information:

Source: www.senate.gov/~dpc/patients_rights/dashiell.html
Senator Dorgan

Story: Mr. Dashiell contacted his HMO after experiencing tunnel vision and a sore throat. The HMO nurse told him to wait to see a doctor. After his symptoms worsened, he called back and the HMO again refused to send him to the emergency room. After the nurse consulted the doctor on duty, it was decided Mr. Dashiell should go to the emergency room, but he was never notified of this decision. The next morning, his wife found him in a diabetic coma, and he later died from hyperglycemia.

Democratic Policy Comm.
Nicole Bennett - 224-8994

Survivor - ^{Patricia} Patricia (wife)
Contact - Michael Miller @ Miller & Assoc.
703-519-8080
703-519-8084

**Denial of Access to Women's Specialist
Lena Freeman**

Contact Information:

P6/(b)(6)

Source:

Patient Advocate Foundation
Nancy Davenport-Ennis
757-873-6668

Story:

Patient was diagnosed with breast cancer in September, 1997. She was referred by her primary care physician to a breast cancer specialist to look at surgical options. The HMO denied payment and Ms. Kimball paid the costs of a visit out of pocket. The specialist recommended surgery, and the HMO refused to pay, even after a series of appeals.

Man Suffering Heart Attack Told To Take Antacid
Janis O. Cummins

Contact Information:

Source: Health Against Wealth, George Anders, pg. 140

Janis O. Cummins et al. v. Kaiser Foundation Health Plan of Georgia Inc
Georgia State court, Fulton County April 1995

Story: 35-year old man experiencing chest pain was told by HMO (Kaiser Permanente) to take an antacid and then drive to a hospital 16 miles away instead of going to the emergency room. Before they could leave for the hospital, he collapsed and his wife called the paramedics who were unable to revive him.

**Man Dies due to Delayed Emergency Care
Mr. McGirr**

Contact Information: Mae McGirr
Cutchogue, NY (Long Island)

Source: Health Against Wealth, George Anders, pg. 138

Peter Hackett, director of the Division of EMS for NY State Health Dept.,
Suffolk County branch

Story: On a previous occasion, Mr. and Mrs. McGirr were billed by their HMO for calling an ambulance when Mrs. McGirr broke her arm. On this occasion, Mr. McGirr was experiencing serious symptoms and Mrs. McGirr called the HMO which sent an out-of-town ambulance that became lost. EMS didn't arrive for twenty minutes, at which time Mr. McGirr was DOA due to cardiac arrest.