

Reports # BCS 12-05-0078 and #BCS 12-05-0081

May 10, 2012

Alert Line/Anonymous
13950 Ballentyne Corporate Place, Suite 300
Charlotte, NC 28277

BlueCross BlueShield of Illinois
Attention: Special Investigation Department
P.O. Box 575
Chicago, IL 60690-9858

To Whom This May Concern,

On 5/10/12, I contacted your fraud hotline number 1800-543-0867 and spoke to a Sophia who gave me a report number of BCS-12-05-0078 and a Yanika who gave me a report number of BCS-12-05-0081 supplemental report that added information to the initial above report. The following is the nature of my fraud alert report followed by documentation that supports my claim:

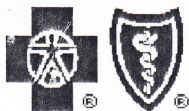
Dermatologist Nicole Kageyama located at North Pacific Dermatology, 1412 SW 43rd Street, Suite 205, Renton, WA 98057, phone 425-264-0660 violated my patient rights by refusing to give me any medical treatment because I can't and won't take steroids. She told me I can take Cortisone or I get nothing. In addition, she wrongfully insisted that I am not allergic to steroids even though I showed her my indisputable evidence that I am – my own two breasts covered with dull pinkish web-like markings for the last six years which apparently are my own capillaries trying to clean up the steroid's toxins. Furthermore, she gave me a wrongful diagnosis that I had Miliaria. I had to play doctor to figure out that I had Candidas – a yeast infection – and that I had to take Nystatin – an antifungal cream – in order to get rid of it. Moreover, she made me wait three months for an appointment to see her even though I informed her that I had an unknown spreading rash all over both of my breasts. Finally, she got paid \$131.34 from BlueCross BlueShield for rendering me her medical disservices. I placed a stop payment on the \$15.00 co-payment that her office demanded I pay her before I saw her. I have included a copy of the following artifacts that substantiate my claim for your review:

- 1) The BlueCross BlueShield of Illinois benefits claim form # 12295523W620H showing that on 8/11/11 Doctor Nicole Kageyama billed \$131.34 for rendering me medical disservices.
- 2) The receipt doctor Nicole Kageyama's office gave me for my co-payment of \$15.00 that her office demanded I pay before I saw Doctor Nicole Kageyama.
- 3) A notice from my bank showing that I stopped payment on the co-payment check I paid to Doctor Nicole Kageyama because she rendered me medical disservices.
- 4) Doctor Nicole Kageyama gave me No paperwork for my office visit.
- 5) A pamphlet I downloaded off the internet on Candidas that includes within it information regarding the anti-fungal drug called Nystatin.
- 6) A prescription from Emergency Doctor Alan Chock at Highline Medical Center that was given to me upon my request for Nystatin plus receipts showing I bought and used the Nystatin along with his medical evaluation that my ailment was "skin rash undetermined cause" and his recommendation that I "follow up with your doctor (Dermatology referrals) as scheduled 8/8/11 for specialty evaluation".

Sincerely You

Elana Laham

Group #7SPE00
ID #BHP831604964
Phone #425-965-8754
P.O. Box 1405
Kent, WA 98035



BlueCross BlueShield
of Illinois



7 S P E 0 0 8 3 1 6 0 4 9 6 4



June 22, 2012

Group Number: 7SPE00
Identification Number: 831604964
Provider Name: Nicole Kageyama

MICHAEL LAHAM
P O BOX 1405
KENT WA 98035

Dear Member:

Thank you for your letter concerning care rendered by the above-named network provider. Blue Cross Blue Shield of Illinois is committed to providing the best possible care to our members. Your concerns regarding network providers are important to us and we appreciate you taking the time to document them in writing.

We have forwarded your concern to the provider relations area of the network in which your provider participates. All concerns regarding the quality of care are taken seriously and are thoroughly investigated with the provider.

The results of these investigations are confidential between the network and the provider. Please be assured that your inquiry will be investigated, but the outcome cannot be disclosed.

If you have any questions, please feel free to contact us at (888) 802-8776, between the hours of 7 a.m. and 7 p.m., CST, Monday through

Friday.

Sincerely,

Customer Advocate - U268636
Blue Cross and Blue Shield
955 Service Center

7/3/12
s/w Peggy
Gave me info
to request
re-review

s/w Melissa Customer Advocate
Not Fraud Its "Quality of Care"
Issue Fraud is if never came
to Nicole Kageyama's Office + Doctor
billed anyway.
"Quality of Care" - if Nicole Kageyama
"gets enough" complaints gets
removed from Network (B.C.B.S.)
OR if complaint egregious enough.

PO Box 805107 Chicago, IL 60680-4112, www.bcbsil.com/boeing

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an Independent Licensee of the Blue Cross and Blue Shield Association.

* Fraud - definition (1)(b) Webster's New World Dictionary
LAW, (intentional deception) to cause
a person to give up property or some lawful
right (ie violated my patient's rights)
** Nicole Kageyama violated my patient rights No steroids

