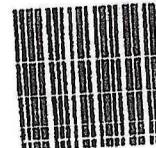




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Oceanview Chiropractic  
320 N 1st street  
Suite 709  
Jax Beach FL 32250

32250694384



To: Dr Stephen Rhodes  
Ocean View Chiropractic  
320 North 1<sup>st</sup> Street, Suite 709  
Jacksonville Beach, Fl 32250

From: C [REDACTED] V [REDACTED]

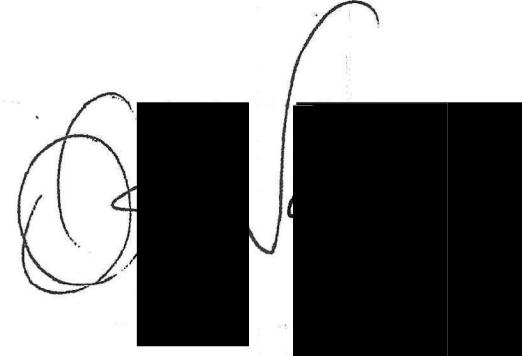
Date: January 28, 2014

Subject: Billing Statements

Upon review of the billings statements for my treatment over the past few months, I have noticed several inconsistencies. For example, my treatments include 15 minutes of electrical stimulation therapy and adjustments; however the billing statements reflect other treatments such as ultra sound, mechanical traction and massages.

Please review your records and make the necessary adjustments either with the insurance company or credit me for future visits. I also request for a copy of your findings and a copy of my records.

Thank you for your attention to this matter and look forward to hearing from you, don't hesitate to contact me if you have any questions.



Print

Page 3 of 3

AT&T 4G

12:31 PM

93%

Messages

V

Edit

Text Message

Feb 3, 2014, 10:29 AM

Hello V [REDACTED]  
It's Dr Rhodes  
Can u call please

Feb 3, 2014, 12:56 PM

Oops

Hello O [REDACTED]

My testing is terrible  
If u wish just stop by  
an will gladly correct  
It's not just a  
business to me  
My heart is in my  
practice

On Monday, February 3, 2014 9:43 PM, [REDACTED] wrote:

Dr.Rhodes

,As previously outlined in my correspondence, please proceed with the necessary adjustment with the insurance company. To the best of my recollection the services below are "in question" that is, I was charged for massages, ultrasound and traction services for every visit, when in fact the only service I received consistently was adjustments and electric stimulation therapy.

The services "in question" were provided by your office during the period of September 1, 2013 through mid January 2014:

- Massages -- I received 7 - 10 massage max during this period (but have billed for dozens more).
- Ultrasound -- I received a maximum of 3 ultrasound therapy during this period (but have billed for dozens more).
- Traction/Roller Table -- I received a maximum of 5 -6 traction/roller table therapy during this period (but have billed for dozens more).

I'm very disappointed that this problem has occurred; I voiced my concerns several times when signing paper work for services (for example massages) that were not rendered, you and your staff personally assured me that the paper work would be submitted correctly to the insurance company.

In closing, I am still awaiting for a copy of my file (as previously requested, so please comply ASAP) and I also request that going forward you deal directly with the insurance company on this matter.

O. V. [REDACTED]

**From:** [surfdr1@yahoo.com](mailto:surfdr1@yahoo.com)  
**Date:** February 5, 2014, 8:53:01 AM PST  
**To:** Steven Rhodes <[ovhealth@yahoo.com](mailto:ovhealth@yahoo.com)>  
**Subject: Re: Fw:**

O [REDACTED]

I do not recall you personally ever addressing this issue, an am glad you finally addressed directly to me

I will be happy to resolve such an I as stated felt we tried out best to accommodate you an sometimes you were in a hurry an sometimes in hurry an then would change your mind an get therapy .

I Will certainly do the right thing an would like to think you appreciated the care I rendered as I have great prude in my practice an very real concern for my patients .

Thank you for this reply an is there a number I may reach you ?

U gave hired a new billing service an will ask them to audit the records,  
Kindest Regards

Dr. Steven Rhodes

Ocean View Health  
Dr. Steven L. Rhodes  
Chiropractic Physician  
904-270-2790  
904-270-2796 Fax