

**SFC (RET) CARLOS F. CHACHA**

**U.S. ARMY**

**DATE - TIME**

**CHOICE REPRESENTATIVE**

**1. March 31 @ 10:26 hrs.**

***Pasha***

- A. Request for Primary Care Doctor: I expressed my request to use Dr. Hooker in Jasper. I furnished his name, phone number and address.
- B. Request for Rheumatologist Doctor: I expressed my request to use Dr. Sylvia Dold in Gainesville. I furnished her name, phone number and address.
- C. I was informed that Doctor Dold was on the Choice System.

**DATE - TIME**

**CHOICE REPRESENTATIVE**

**2. April 21 @ 08:05 hrs.**

***Cathy***

- A. I called to check in the status of my appointments with both Dr.'s Hooker and Dold.
- B. I was told that both requests for Primary Care Dr. Hooker and the request for Rheumatologist Dr. Sylvia Dold had been Authorized/Approved.
- D. Cathy stated they will call me back with the date and time for both appointments. With both doctors the Primary Care Doctor and Rheumatologist.

**DATE - TIME**

**CHOICE REPRESENTATIVE**

**3. April 28 @ 06:35 hrs. PM**

***Checori***

- A. I called Choice back since I had not receive a call with appointment dates for Dr. Hooker nor Dr. Dold. It had been a week.
- B. I was told that the appointment with my primary care Dr. Hooker was schedule for April 30<sup>th</sup> at 2:00 PM.
- C. I was told that the scheduling department for Choice was still working on the appointment with my Rheumatologist, Dr.Dold.

**DATE - TIME**                      **CHOICE REPRESENTATIVE**

**4. May 11 @ 08:00 hrs.**                      **Sara**

- A. I was following up regarding my prescriptions. I called the VA pharmacy in Decatur, Georgia, they advised they needed a copy of the authorization from Choice indicating Dr. Hooker has been assigned as my primary care doctor. This was so he would be able to fax my prescriptions for my medications to the VA.
- B. I also checked on the status of my appointment with my Rheumatologist, Dr. Dold.
- C. I was told by Sara that she could not find the name, phone number and address for Dr. Dold. I furnished this information again.
- D. I Informed Sara that my primary care doctor (Dr. Hooker) had faxed over the referral for the consultation for a Colonoscopy. I provided her his name Dr. Lopez along with his phone number and address.

**DATE - TIME**                      **CHOICE REPRESENTATIVE**

**5. July 9 @ 07:16 hrs. PM**                      **Wilson**

- A. I called Choice and asked why I am receiving bills from doctors for payment for services render to me? I was told the Doctors need to fax the bill for service to Choice to get payment.
- B. I asked for the status of the appointment's:
- C. Dr. Dold, Rheumatologist.

D. Dr. Lopez, Colonoscopy (this was the referral that Dr. Hooker faxed over and had been received by Choice on April 30 2015).

E. Wilson could not give me any information on the appointments and assured me he would elevate this problem to a manager.

**DATE - TIME**

**CHOICE REPRESENTATIVE**

**6. July 15 @ 09:46 hrs.**

**Victoria Supervisor**

A. Victoria, supervisor of one of many scheduling departments. Advised me that she did not find the request or authorization for the Colonoscopy. I explained to her that the consultation was received by Choice on April 30 2015, and was authorized by the VA. She found the request and said she will have it processed ASAP since this has been so long.

B. I asked her if she was also processing my Rheumatology appointment, she reply no. She continued to check for me and found the authorization that had been approved by the VA. She advised that Choice scheduling department had called Dr. Dold, on or about May 29 2015, to schedule an appointment for me but due to the fact that they were put on hold they hung up and never call back again. They did not notified anyone in their department nor was I ever notified. They dropped the ball on the appointment that I had been waiting for since March. This shows that they do not care about the people they are working for. We are only a job to them and our medical needs are not important to these people. Some people can find the information in the system and others cannot. It is either a lack of training or the employee just does not put forth the effort. Victoria was going to try to contact someone to get my appointment processed.

C. Later on Victoria call me and informed me that she contacted Dr. Perez for my Colonoscopy and that she needed to Fax Choice with the authorization from the VA to process my appointment. She contact the proper department and faxed the authorization to Doctor Perez. Colonoscopy.

**DATE - TIME**

**CHOICE REPRESENTATIVE**

**7. July 20 @ 10:35 hrs.**

**Bernard**

- A. I called Choice and requested to speak with a supervisor. I ask Bernard to review the last two entries on my case so he could explained his supervisor why I want to talk with him.
- B. After waiting for 15 minutes a supervisor, Guadalupe Gallegos came on the line. I again explained the ongoing problem with getting the appointments for my colonoscopy and my Rheumatology. I ask him to check the last two entries on my file for July 9 2015.
- C. After reviewing my file he came back and told me that I was not “authorized “ for a Colonoscopy and that I will not get one. I try to explain to him the issues and I also explained to him that my primary care doctor request the colonoscopy and that was approved by the VA but he did not care.
- D. When I ask about my Rheumatology appointment he stated he did not know. I finally just hung up. I was beyond frustrated.

In Conclusion:

- A. When a supervisor from Choice by the name of Guadalupe Gallegos told me that “***I am not authorized to have a Colonoscopy procedure***” because he said so. This was authorized by my primary care physician. This supervisor does not have the authority to play “***God***” with my livelihood. This shows that they do not care about the people they are working for. We are only a job to them and our medical needs are not important.
- B. It is apparent that extensive training for is needed for the contracting group that screens the calls for Choice. Some of these representatives can find information in the system and others cannot.
- C. We need a toll free number for the scheduling team that allows us to have direct contact with them. Instead of messages being passed on or in some cases not being passed on. Or possibly an on line website that we can access to check the status of an appointment or schedule our own appointments.

**DATE - TIME**

**CHOICE REPRESENTATIVE**

1. **July 22 @ 1:20PM hrs.**                      **Alex (f)**                      **they are contract for CHOICE**                      **Kansa  
City Kansas**

A. I explained to her that I need to know why Choice has not fax the authorization for my colonoscopy to Digestive Healthcare of Ga. Choice talk to them over a week ago but the fail to fax the authorization by the VA so I can get my appointment. She did not know and Furth more she explained to me that she is not with Choice, and she will get me someone to help me 13:27 hrs – 13:39 hrs she hang up.

B. 13:40 hrs Lea (f)                      Kansas city Kansas get the info n email to the “ Appointing team “ which we can not talk with.. She is asking her sup if she can email the fax and office number for Digestive healthcare of ga to the “ A team “ so they can fax it the authorization from the va for my treatment..

C. I call dr dold office they do not accept the va because va don't pay 6mths to 1 year

DATE - TIME

*digestive health care ga 706 253 7342*

*July 22 @ 14:45 hrs.*

*tiffany*

2. They have not received the fax as of now 14:45hrs