

Statement of Brad Puffer, spokesperson of Fresenius Medical Care North America:

“We sympathize with anyone who is trying to navigate challenging insurance circumstances while managing a difficult diagnosis. This person was unfortunately a victim of a healthcare system where insurers are increasingly shifting the financial burden to patients. We have a contracted rate with Cigna, Allegiance’s parent company, which should be honored by Allegiance. Our patients should not face “balance bills” that are high because an insurance carrier fails to provide adequate in-network options. We are fortunate to have built excellent relationships with payors and have the largest contracted network in the country to ensure patients can access the care they need.

“We are working directly with this patient to immediately resolve the situation. We are committed to doing the right thing so that our patients are not placed in the middle of these disputes. In the future, we pledge to better identify situations where we believe the insurer has incorrectly classified one of our facilities as being out of network. This will allow us to address the matter directly with the insurer in the first instance, without them placing the patient in the middle.

“We welcome ongoing efforts to improve transparency around billing and to help end these gaps in insurance coverage that unnecessarily burden our patients. We take great pride in the superior care we provide that helps our patients thrive while receiving life-sustaining dialysis treatment, which remains our top priority.”