



Guam Memorial Hospital Authority Aturidåt Espetåt Mimuriåt Guåhan



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FOR IMMEDIATE RELEASE

March 13, 2020

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TAKECARE DID NOT WANT TO ACCEPT DOCUMENTATION

The Guam Memorial Hospital Authority (GMHA) has offered to provide TakeCare Insurance Company, Inc. with additional documents to support previously submitted and settled claims for which TakeCare is now claiming a purported credit. However, as recently as January 2020, TakeCare stated: "Instead of resubmitting claims and to ensure that both organization's resources are not burden by this process, TakeCare proposes to provide GMHA a \$555,812.77 reduction on the Credit." **It is disingenuous for TakeCare to now tell the media that GMHA needs to submit documentation when they did not want to accept the GMHA's offer to provide such documents.** These documents would have been in addition to documents already provided in support of claims that have been settled and paid in 2017.

Despite the GMHA's repeated requests, TakeCare has yet to provide documentation in support of their purported credit. **This back and forth reflects the frustration the GMHA has experienced for over a year as it tried to engage in extensive dispute resolutions efforts with TakeCare about their alarming and increasing payables.**

Even assuming there was a purported credit (to which the GMHA does not agree) there is no denying that TakeCare owes the GMHA the remaining \$6.5+ million dollars for services provided through January 31, 2020. This amount does not include services that were provided from February 1 through March 11, 2020. **The GMHA has stressed to TakeCare that a settlement was already agreed to for dates of service prior to May 1, 2017, and TakeCare's outstanding receivables from 2018 to date are affecting hospital operations.**

The GMHA wishes to clarify that \$188,000 was the last – not only – payment received from TakeCare in 2019. TakeCare did provide some payment, but a balance of over \$12.6 million dollars remains outstanding. This is not a number that the GMHA has suddenly demanded from

TakeCare. The \$12.6+ million dollars is for claims that have been submitted to TakeCare with all required supporting documentation for services that date back to 2018. **The GMHA was forced to issue a demand letter when TakeCare unilaterally diverted monies it was supposed to pay the GMHA and applied those amounts to its purported credit.** The GMHA requested good faith payment and proposed a payment plan, but TakeCare has not yet responded.

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