

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2013-cp07300151830-A

Submitted: 7/30/2013 1:51:24 AM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] MI: T
Your Street Address: [REDACTED] City: Fairfield
Your State: OH Zip Code: 45014
Your County: Calhoun
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: A Forever Recovery City: Battle Creek
Street Address: 216 St. Marys Lake Dr Zip Code: 49017
State: MI Phone: 2697880496
County: Calhoun E-mail Address:
Fax Number: 2699648273 Product Offered:
Web Site Address: stopyouraddiction.com
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: Tranquility Detox City: Battle Creek
Street Address: 163 North Ave Zip Code: 49017
State: MI Phone: 2698322756
County: Calhoun E-mail Address:
Fax Number:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 7/29/2013 2:45:00 PM
Incident Location: 216 St. Mary's Lake Road Battle creek MI
Approximate Monetary Value: \$5,000
Did you sign a contract? True
Where did you sign this contract? A Forever Recovery
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? We should not worry there practice is legitiamte
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

My [REDACTED] is 18 and we found a drug rehabilitation center that said they would accept our insurance. This Facility is A Forever Recovery in Battle Creek. [REDACTED] was court ordered into treatment so we had contacted the facility and they wrote a letter to our judge Joyce Cambell at the Fairfield Municipal Court in Fairfield ohio. Once we got done with court we were told on the phone that we needed to pay \$5,000 that day to get him in treatment. They also told us we had to change my [REDACTED] address to their address (the facility) so the insurance payments would be directly paid to them. We did this. Once my [REDACTED] got him there we were also told by Robert Mead (intake coordinator at A Forever Recovery) that we needed to sign a Durable Power of Attorney so they could act on our behalf for the insurance payments. So we signed this. My [REDACTED] also had to open a credit card for the facility for the remainder down payment for services. My [REDACTED] got to the facility on 7/24/13. The next day I got a call from a woman named Nida from a place called Tranquility Detox. I had no idea what this place was. She called me but refused to speak with me. I did get a call later on a Saturday explaining my [REDACTED] had been in [REDACTED] there and should be done with [REDACTED] in a few days. I was told the [REDACTED] s medically supervised. When I went on the website for Tranquility Detox there is no information about the number of nurses they have [REDACTED] procedure, or about doctors supervising detox. when I checked the address for Tranquility Detox, it is actually listed as Freedom Center on Google Earth. I spoke to another gentleman who updated me on Sunday about my [REDACTED]. They said he was almost finished with it. [REDACTED] was [REDACTED] treatments. I was asking more questions about the treatment and facility but was told he had not been appointed a case manager yet and as soon as he had one they would call me. On Monday, I received a call from James, my [REDACTED] case manager. He said they were working on him completing his 280 page questionnaire and that my [REDACTED] was not providing detailed information. he mentioned that he may have to do more [REDACTED]. I asked why and he said for him to relax. This led me to try to get in touch with billing because I had been told by Robert Mead that our insurance did not cover [REDACTED] because my [REDACTED] had been using [REDACTED]. I corrected him and added that he used [REDACTED] as well as synthetic [REDACTED] and that withdrawal form this can be very bad. He said our insurance would not cover it because of the [REDACTED]. I asked for billing. I was patched through to a woman named Lindsey who said she could not help me but she would have Stacy call me. She said she would call back shortly. While I was waiting for Stacy to call me back I called my insurance company, I asked about [REDACTED] and they said it was covered. The representative from Blue Cross Blue Shield said she would be glad to talk to Tranquility Detox, I could call them and then we could conference call. This was about 11am on 7/29/13. By 2:45 pm no one had called me back from the [REDACTED] billing department. So I called and asked for billing. Instead of talking to someone in billing they put me through to the intake coordinator Robert Mead. Mr. Mead spoke with me for a long time. He said that [REDACTED] would not be covered because my [REDACTED] was using [REDACTED] explained he had also used [REDACTED]. He said that was such a new [REDACTED] insurance companies were not covering it. I told them we could call my insurance right then. He went on for a time about why we had to sign durable power of attorney, change of address, the credit card we had to open to cover services- all of this so they could get paid for services because so many people got their insurance check sent to them and then bilked A Forever Recovery out of their payment. He was reassuring me that all of this was above board and for the purpose of insurance payment. I insisted on getting him to call the insurance company right then and he did say that they would probably pay at 60%. he said this after telling me over and over our insurance would not cover it because that had been his experience (he was not the billing department however. I am concerned no doctors or nurses are supervising and that we are being scammed for money. Also questioning methods- was told he was done with [REDACTED] but then James the case manager said he may need more [REDACTED] because he was anxious.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[True] Check if you want to sign up for the Consumer Protection Listserv.

[True] Check if you want to sign up for the AG Press Release Listserv.

[True] Check if you want to sign up for the Attorney General Opinions Listserv.

(*I certify that the information on this form is true and accurate to the best of my knowledge.

(*I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.
