

STATE OF LOUISIANA

PARISH OF CADDO

AFFIDAVIT

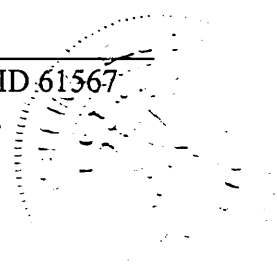
BEFORE ME, undersigned authority, personally came and appeared NANCY NICHOLSON, RN, who, after being duly sworn, deposed, and stated:

- 1) I am the Director of Case Management for Ochsner LSU Health Shreveport.
- 2) I have reviewed and show that Balentine's billing is duplicative, and old bills are mixed with new bills. This causes us to have to go through every invoice to assure they are billing the insurance first. It is not clear which insurance companies they have billed and why the insurance may have denied payment to them. I have asked since I started in 2014 for the denied remittance forms from the payors to verify why it's denied but have never received that. We question every bill. We assume they have not done their due diligence to get paid. I have an employee who spends most of her time sorting out what is our responsibility, whether Balentine tried to bill, and if they re-bill the insurance companies when appropriate. We often have to provide them with insurance information.
- 3) We have had an issue with not getting CAT forms for Medicaid and PCS forms for Medicare. This relates to billing delays. Ambulance companies must have these forms signed to get reimbursed. Balentine will take patients to destinations and not get the correct forms when they pick up the patient, and then bill the hospital for a service Medicare or Medicaid should pay. My team would fax forms to their office, but during the bill process they would expect us to pay them because they did not get the form. We had many cases where my team had faxed forms to Balentine, but they would say they did not get it. We are told they have a tablet that would allow them to get the form signed onsite at the time of pickup, but they choose not to use this. This paper process is not efficient and contributes to mistrust about their bills.
- 4) Balentine does not provide wheelchair transport after 5:00pm. Wheelchair transport is much less expensive but we have no other option than to use Balentine and pay the stretcher cost after 5:00pm, which is three times the rate of wheelchair transport. A patient must qualify for stretcher transport for insurance payors to reimburse the transport, so after 5:00pm we must pay almost triple for a service that is not medically necessary and costs three times more than what was needed.
- 5) Often, we had delays in patients being picked up due to Balentine not having the staff or enough trucks to get back from long distance runs to do local runs timely. Balentine has total market control for ambulance services for our patients. At times we would call Pafford or Acadian only to be told they could only transport if Balentine approved. We are at the mercy of Balentine. Our goal to get patients moved quickly allows the patient in the emergency room to get a bed sooner. Delays in transport keep acutely ill patients from being placed in a hospital bed.

SWORN TO AND SUBSCRIBED before me, Notary Public, on this 11th day of October, 2021.

Nancy Nicholson
NANCY NICHOLSON

Angelina Elliott
ANGELINA ELLIOTT, Notary ID 61567
My commission expires at death.



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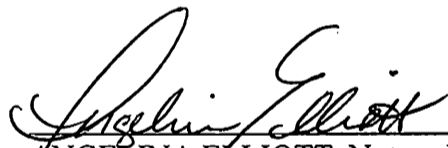
BEFORE ME, undersigned authority, personally came and appeared CANDICE TACKETT, who, after being duly sworn, deposed, and stated:

- 1) I am the Assistant Vice President of Hospital Operations for Ochsner LSU Health Shreveport.
- 2) I have read the Timeline, and the exhibits thereto, and am familiar with the records.
- 3) I am familiar with the negotiations between Ochsner and Balentine, and the presentation to the Chief Administrative Officer in support of the Application for Certificate of Public Convenience and Necessity.
- 4) I confirm that Glenn Langley's letter to the Council of October 6, 2021 are true and correct.
- 5) I confirm that the Timeline, exhibits, and Glenn Langley's letter to the Council of October 11, 2021 are true and correct.

SWORN TO AND SUBSCRIBED before me, Notary Public, on this 11th day of October, 2021.



CANDICE TACKETT



ANGELINA ELLIOTT, Notary ID 61567
My commission expires at death.