

Joseph, Thomas

From: Joseph, Thomas
Sent: Wednesday, September 11, 2013 7:41 AM
To: Bette Abrams (betteabrams@gmail.com)
Cc: 'ddunn@potterstewartlaw.com'; 'mfaucher@leaderberkon.com'; 'elizabeth@bluestoneNH.com'; 'mike_sarsynski@ml.com'
Subject: FW: Brattleboro Retreat
Importance: High

Dear Bette,

I hope this finds you well. Please forgive me for writing to you as you are the only Board member I have ever met or know. In case you don't remember me, I am the person who tried to share information regarding our mutual challenges with Verizon's cell phone service over a year ago. As I do not have all e-mail addresses of the Board of Trustees please share this communication with any I have not included.

There is an urgent need for all Board of Trustees of the Brattleboro Retreat to be made aware of the organizations transactional behavior which includes egregious violations of various state and federal laws including fraud. The fraud includes but is not limited to duplicate and false claims as well as overpayment retention – all actionable under federal law.

I have been engaging senior management since November 2011 and imploring them to do the right thing. Unfortunately, they have tried everything to placate me with hope I would go away. As I didn't go away, senior management has orchestrated a hostile and retaliatory effort to discredit me including falsifying my performance review and personnel file, including manufacturing allegations of misconduct to support three (3) Corrective Actions in the past year.

More stunning, is that in November 2011, I informed senior management that I have serious health considerations including a history of having had open-heart surgery twice. The organizations senior management team has demonstrated that they have no conscience which is evidenced by their transactional behavior as well as by their collective and poor treatment of me.

Given the intense scrutiny we are under with CMS and because the hospitals very survivability is at stake, I believe it is critical that the Board be made aware at this time of the organizations unlawful transactional behavior that spans at least a decade.

As a point of reference, I work in the Patient Accounts Department, the department that is responsible for the organizations cash collections where in the past six months we have had two Interim Patient Accounts Managers. First, Bill O'Brien who identified a very long problem list and shared with Senior Management that our department was broken and needed to be rebuilt from scratch. Mr. O'Brien left abruptly some weeks ago and this week another Interim Patient Accounts Manager by the name of Cindy Guilmette (who is a personal friend of Mr. O'Brien) arrived. This morning I arrived at work to find meeting request for this Thursday at 11:30am in John Blaha's Office with Annie Hamshaw (HR) and Cindy Guilmette who hasn't been on the job only two days regarding a "Personnel Matter". Please convey to the Board that my patience with Senior Management and their poor treatment of me is exhausted. I am fast approaching the point where I will go public with the transactional behavior of the organization as well as their incredibly poor treatment of me.

I will make myself available to you and the entire Board at any time to assist them with any questions they might have. Please note, I am not able to forward to you the attachments referred to in the e-mail below because of HIPAA concerns. The documents can be obtained from any one of the recipients.

Finally, it's important that you and all Board of Trustees know I care very much about our patients, our hospital, its future and the legacy of Anna Marsh.

Thank you for your time and consideration.

Best regards,

Thomas Joseph
(802) 258-6192 (Office)
(802) 490-0047 (Mobile)

From: Joseph, Thomas
Sent: Wednesday, September 04, 2013 8:26 AM
To: Blaha, John
Cc: Simpson, Robert; Corrigan, Jeffrey; Dixon, Lisa
Subject: Staff Meeting Follow Up
Importance: High

John,

At the end of yesterday's formal staff meeting you opened what you conveyed would be a candid and open discussion about Debbie McFarlane, our nominal Supervisor. The discussion provided feedback from many individuals including myself about the incompetence and lack of managerial leadership we have been subjected to for a very long time.

At one point you made mention vaguely that you would like to get back all of the time you have spent investigating various matters. I took this as a direct reference to my concerns expressed to senior management beginning in November 2011 and continuing throughout 2012 that relate to the transactional behavior of the organization. As you apparently feel that your time was wasted, I wanted to share something with you.

Attached please find two reports from AVATAR that show credits due all payor's (as of 05/31/13) including federal health benefit programs, commercial insurance companies and worse, our very own patients. The attached file evidences active **overpayment retention** which is a violation of federal law. These files of outstanding credits do not include any credits that have fallen victim to "allowance reversals" over the years by various staff and been purposely concealed. The attached file is just one of many areas where the organization is actively engaging in unlawful behavior and violating federal law.

Finally, to address Ms. Dixon's comments that my feedback was in any way disrespectful or inappropriate, I would like draw attention to your very own comments in 2012 where you told me personally that "the refund of any credits had to be balanced with other obligations including meeting payroll." How can any employee respect a senior management team that actively ignores its own Compliance Plan while engaging in **overpayment retention** as well as active concealment of other credits all of which violate federal law?

Thank you,

Thomas Joseph

Thomas Joseph
Self Pay Collection Representative
Brattleboro Retreat
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(802) 258-3798 Facsimile
tjoseph@brattlebororetreat.org

Joseph, Thomas

From: Dixon, Lisa
Sent: Tuesday, November 29, 2011 4:22 PM
To: Joseph, Thomas
Cc: Broussard, Jennifer; Facey, Jennifer
Subject: Unclaimed Property

Hi Thomas,

I talked to Jennifer today regarding the credit balances you have been working on. In looking at the Unclaimed Property website we have to report all credit balances through 12/31/2008 by 05/31/2012.

Attached is a sample of a due diligence letter from the website you can adapt and use.

The best process for us to move forward with would be to:

- 1) Determine if a credit balance is due
- 2) Send a "due diligence" letter to the insurance company or patient at their last known address
- 3) If a response is received we can issue a check. If no response is received or if the letter comes back as undeliverable we will compile all credit balances and report them when we file our annual report with the State of Vermont.

On one note that might be helpful. **We do not have to send the due diligence letter to anyone who's credit balance is \$50.00 or less.** We still have to report them to the State of Vermont with our annual filing but that might make some of the work load easier for especially the self pay patients.

If you have any questions, don't hesitate to ask.

Lisa

Lisa Dixon, Controller
Brattleboro Retreat
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9/16/2012

Joseph, Thomas

From: Joseph, Thomas
Sent: Monday, July 23, 2012 2:56 PM
To: Corrigan, Jeffrey
Cc: Simpson, Robert
Subject: Due Diligence Check Request Roster - Spring 2012

Dear Jeff,

I wanted to share with you an Excel file that I maintained to keep track of the responses I received to our self pay due diligence mailing in early in 2012. The attached spreadsheet lists all check requests that I initiated as a result of the client contact generated from this mailing.

As you will see on the spreadsheet, the last check request that I submitted to Accounts Payable was dated 03/28/2012 which was essentially the last request that resulted from our self pay due diligence mailing. The date of 03/28/2012 and the month of March 2012, in particular, is important because it demonstrates the last significant activity where self-pay credits were processed --- all of which resulted from the single due diligence mailing which coincided with the annual due diligence filing with the State of Vermont a few months later. Since March 2012, there has been no refund activity to support an active or ongoing "action plan" as advanced by various members of management.

I hope this information is helpful. Please let me know if you have any questions.

Thank you,
Thomas

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7/23/2012