

## Ferguson, Juna

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**From:** Carson, Jim  
**Sent:** Monday, February 26, 2024 9:52 AM  
**To:** O'Sullivan, Gerard; insurance, cid  
**Subject:** Athena Unpaid medical bills [REDACTED]

Please see complaint below and letter from Athena.

Thanks

Jim

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**From:** Chain, Madison <Madison.Chain@cga.ct.gov>  
**Sent:** Monday, February 26, 2024 8:49 AM  
**To:** Carson, Jim <Jim.Carson@ct.gov>  
**Cc:** Sen. Cabrera, Jorge <Jorge.Cabrera@cga.ct.gov>  
**Subject:** FW: Unpaid medical bills

Hi Jim,

I am reaching out on behalf of this constituent, [REDACTED], regarding an issue she is having with her insurance company/workplace. Athena was taking money from [REDACTED] check, but has not paid the insurance company. Is this something CID might be able to assist with/do you have any information on how she can proceed? The letter from Athena states they intend to fund all plans, but no action has been taken to rectify this yet. Not sure if this is anything you could assist with, but I'd appreciate any thoughts you have.

Thanks!

Madison Chain

Legislative Aide to Senator Jorge Cabrera, 17th District  
Legislative Office Building, Room 2800

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**From:** [REDACTED]  
**Sent:** Saturday, February 24, 2024 10:20 AM  
**To:** Sen. Cabrera, Jorge <[Jorge.Cabrera@cga.ct.gov](mailto:Jorge.Cabrera@cga.ct.gov)>  
**Subject:** Unpaid medical bills

Dear Senator Cabrera,

I am writing to you today to enlist your assistance. I have been contact with your assistant Madison by phone who stated in a voicemail that she was going to look into this matter and asked for my return call. We have been exchanging voicemails as it is difficult for me to talk during working hours.

I worked full time for Athena Health Care Systems from 11/2020 through 12/2023. During that time I was enrolled in the insurance program and had weekly deductions from my paycheck for that purpose. Unfortunately, Athena has not funded the insurance program properly and is extremely delinquent in paying the insurance company. Therefore, the insurance company, PHCS/ S&S Health, has not paid my medical bills. I have received numerous medical bills of which I have no member responsibility and have had to start payment plans in order to avoid being sent to collections.

I have been in close contact with [REDACTED], Athena Benefits Manager, regarding each incident and have her email responses clearly indicating that I have no member responsibility for these bills and also stating funds are to be released

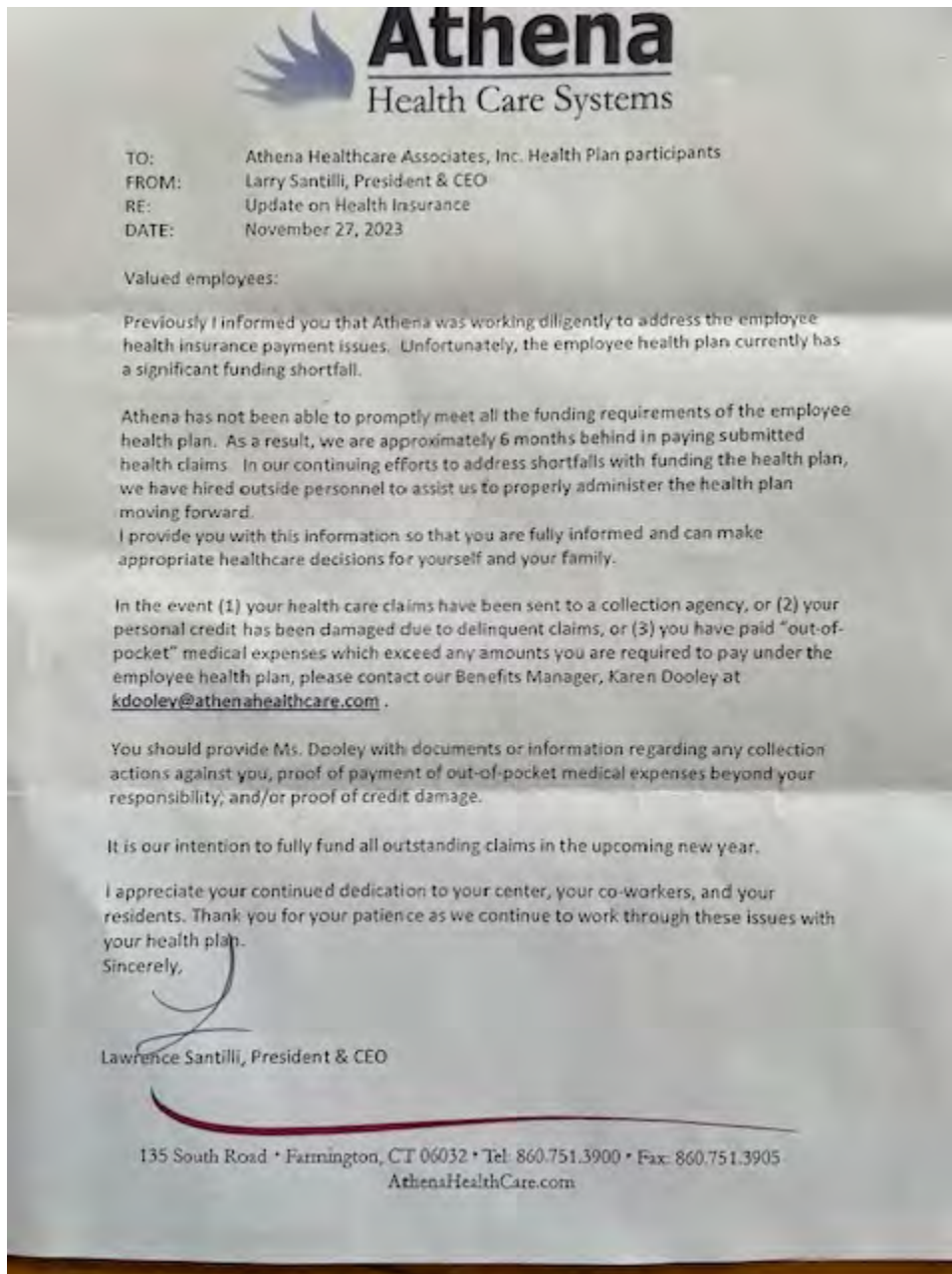
to pay the bills but the funds are not being released as of yet.

In the letter below from the company president/CEO, it states they are about six months behind. Bills that I accrued for a colonoscopy in May 2023 have not been paid yet. I have numerous email exchanges with Karen Dooley that I can forward to you for reference.

It is difficult for me to talk during week days because I am working ( as a physical therapist) so I thought it was prudent to send this email.

Thank you in advance for your assistance. I look forward to hearing from you.

Sincerely,



Sent from my iPhone