

**To:** privacy@ibx.com  
**Cc:** richard.snyder@ibx.com; karen.hirsch@ibx.com  
**Subject:** RE: History File - Joseph F Cotter QCH124228801001

**What is the status of this request?**

As often, I now possess a need for immediate medical attention. As you should be aware, I have no choice but to consider Independence Blue Cross to be a "Hospitalization Only" service, due to the past conduct I experienced in 2017 and the company's whole hearted effort to refute their involvement despite any evidence presented. As always, I expect a passive aggressive "talk to the hand" response from Independence Blue Cross.

I expect to receive information that states that I have coverage, I can pick any doctor in your system. But nowhere can I receive any information as to how to proceed with repeating the actions of 2017. Therefore, I am still left without safe, affordable access to healthcare.

I was recently released from hospitalization and desperately require follow up care from the emergency surgery received. As always I am doing my best with after-care such as "do it yourself" stitches removal. Although my 89 year old mother and I where able to remove some of the stitches, I believe that there are stitches still remaining in my foot.

I find this unacceptable because there is no reason that this matter could have been treated by a trained professional in a medical setting, except that Dr. Richard Synder continues deny me access to safety in healthcare.

Please note the need for this information is time sensitive for the following reasons:

- 1) I need medical attention and my case history, articulating my struggle by demonstrating the extreme lack of service and indifference from Independence Blue Cross, is beneficial in promoting my need to charity organizations, clinical trial centers, etc, who might be able to provide me access to medications.
- 2) The information is needed for a new online presentation of my issues to PA Governor Josh Shapiro. When Mr. Shapiro was elected, he appointed Gregory Deavens to his transition team. Therefore a relationship is know and I will publicly call upon Governor Shapiro to prove his commitment to health care for all by helping me navigate through my relationship with Independence Blue Cross without the legal and financial risks. It's a win-win-win: Mr. Shapiro gets a good public optic, IBX and BC/BS no longer has me publicly complaining, and most importantly, I will be able to resume access to regular medical care that I have not had in years. If that's what it takes to save my life I guarantee I will take the efforts to ensure that I get the Governor's attention. Then he can choose to help or not help and his position will be recorded publicly.
- 3) To clarity / refute statements provided to the Pennsylvania Attorney General's office submitted by Honey L. Woloff of Independence Blue Cross.
- 4) To strengthen and expand my efforts to encourage Kim Keck and Gregory Deavens to act. My suggestion is simple: Remove Dr. Richard Synder from my complaint. Dr. Snyder has been in charge of my complaint for many years now and the results he has achieved are:

A) Online Public complaint campaigns against:

- Independence Blue Cross
- The Blue Cross / Blue Shield Association
- Individual Executives / Officers of the companies
- The American Diabetes Association
- The American Heart Association
- Any entity that claims a positive relationship with any Blue Cross company particularly any business that is using a Blue Cross company to raise money.

B) Detailed scrutiny and publishing of the financial workings of the insurance companies, their executives, class actions, and the industry in general that would not occurred had this one company and one executive acted responsibly.

C) The public involvement of Independence Blue Cross and the BC/BS Association in the United States 2024 Presidential Election.

5) To demonstrate the Health care setbacks caused by Dr. Snyder's actions / inactions:

- ME: I have developed Congestive Heart Failure and Frey's Syndrome (amongst others, which continue to worsen without access to health care). These are very real and serious life threatening issues.
- SOCIETY: As an essential, front line, public worker during the pandemic, I developed severe respiratory illness 7 or 8 times. I can be seen pleading with Dr. Snyder on the LinkedIn platform for safe access to healthcare, but am denied. I am informed that I can get a vaccination anywhere but no guidance on how to become healthy enough to take one. Never again should an infected front line essential worker be forced exposure to the general community simply because it would hurt the pride of a multi-million dollar insurance industry executive to admit the company has made a mistake. (At \$700,000 minimum annually plus bonuses, Dr. Snyder has collected over 5 million dollars while denying me access to blood pressure medication that cost \$2.88.)

Thank you in advance for your prompt response in this matter. Please do not hesitate to reach out should you wish to communicate with me. I am available via email, telephone, Zoom, Teams, LinkedIn, Facebook, X (formerly Twitter), amongst others. Simply indicate your form of communication and I will oblige.

Please follow the evolution of my complaint at [www.joetheworker.com](http://www.joetheworker.com)

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**From:** Joe Cotter <jcotter007@gmail.com>  
**Sent:** Monday, June 3, 2024 7:26 AM  
**To:** privacy@ibx.com  
**Cc:** richard.snyder@ibx.com  
**Subject:** History File - Joseph F Cotter QCH124228801001

Hello Miss Lapetina;

Thank you for your communication dated 5-28-2024. Per that communication, I am hereby formally requesting all history from my case file that can be legally released.

That includes all claim history, communications with the company, authorizations for the company to communicate with providers, claim data, etc.

Please be certain to provide all information / notes/ phone calls, etc from the following dates:

8/31/2017

9/1/2017

9/8/2017

8/11/2022 - (Please provide the EOB from when Independence Blue Cross called 911 and ordered ambulance service against the direct order not to do so, and that was allegedly recorded on 8/11/2022 by Independence Blue Cross for quality and training purposes.

Thank you very much in advance for providing this information. Please be aware that this information will be legally reviewed to be certain that all required data has been received. In addition, the information provided will be posted on [www.joetheworker.com](http://www.joetheworker.com) in an effort to solicit public support and response in changing healthcare law.

Should any fees be required to collect and present me the information, do not hesitate to let me know how, where and when I can pay.

Please do not hesitate to contact me should you have any questions.

Joseph F. Cotter

Member QCH124228801001

[jcotter007@gmail.com](mailto:jcotter007@gmail.com)

484-802-6982