



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY & HEALTH SYSTEMS

MIKE ZIMMER  
DIRECTOR

February 29, 2016

Best Drug Rehabilitation, SA0510026  
Veronica Johnson, Executive Director  
300 Care Center Drive  
Manistee, MI 49660

## COMPLAINT INVESTIGATION

### **Participants**

*Facility:*

Veronica Johnson, Executive Director

*State Agency:*

James Hoyt, Regulations Officer, Health Facilities Division

### **GENERAL INFORMATION**

The Complaint Investigation was conducted at Best Drug Rehabilitation on February 10, 2016.

On or about January 25, 2016 the department received the initial complaint via a letter.

### **Complaint Allegations**

It was alleged by the complainant/patient that:

1. The Complainant alleges that his daughter and son-in-law were in the Facility in November of 2014. The complainant further indicated that he paid the Facility a total of \$40,000.00 for both his daughter and son-in-law for treatment. In speaking with the Facility this amount paid was confirmed.
2. The Complainant indicated that the Facility assured him that they would reimburse him any tuition fees upon receiving any payments from his insurance provider. The complainant states that he has only received about \$7,000.00 back from the Facility since July 1, 2015 and the Facility is no longer returning his calls.

**Bureau Investigation Findings**

During an unannounced inspection of the facility on February 10, 2016 this surveyor met with the Executive Director to review of the complainant's concerns and the following was noted that:

1. The Facility advised that they worked with the complainant regarding the billing concerns and have provided him with a financial print out of what was paid by the insurance provider.
2. The Facility advised that they have returned insurance payments to the complainant in the amount of \$8,572.36 and this is the maximum funding that his insurance policy would pay for his daughter and son-in-law to be for their treatment.

**COMPLAINT SUMMARY**

The Facility was able to provide this surveyor with all of the financial billing information surrounding the complainants concerns. The facility advised that they refunded all of the insurance funds to the complainant and the rest of the expenses that were incurred on behalf of the complainant's daughter and son-in-law were properly charged. The Facility advised that they would make contact with the complainant and provide him with a copy of the financial information surrounding the billing information. This complaint concern is closed.



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