

Blue Shield Executive Inquiries:

Tomorrow is the 5-month anniversary of the current matter. It's time for a cake. The introduction below for other readers is followed by a longer letter for you.

This document has been posted online. It'll be delivered by email, snail-mail, courier, or process server to Blue Shield leadership as well.

If in-person delivery takes place, proof of in-person delivery will be posted online and cited in other venues. See the part in this letter about plausible deniability.



For readers online:

This is a letter to Blue Shield Executive Inquiries.

Blue Shield has a typical HMO structure. Its levels include Member Services, Care Navigator, A.&G.R., and Executive Inquiries.

A.&G.R. is my abbreviation for Appeals & Grievances Resolution [also known as Appeals & Grievances Operations].

The list is a progression from lower levels to higher levels. I've worked my way up through the levels for 5 months. The 5 months was supposed to be 5 days.

The key figure in [or just above] A.&G.R. is Marcie James. Ms. James is associated with a Blue Shield office in Woodland Hills, CA. Woodland Hills gets into the matter because I'm a Medicare patient. The office there is responsible for some of Blue Shield's Medicare operations.

Ms. James and I are of an age. She's experienced in the sector and was well known in this context under the name Marcia Guida James. However, she seems to have deprecated that identity at Blue Shield. I'm not sure why.

In an odd note, Ms. James may [or may not] have reported to my brother Tom when she [Ms. James] and Tom were both at Humana in Louisville. [Tom was a VP of Humana.] I've asked Ms. James about the point, but she hasn't responded.

The 5 months delay was so long that we ran into a deadline circa August 10, 2026.

I pointed out that missing the deadline was Blue Shield's fault and not mine. I added that I'd reject any demand to start over. I don't recall if I used the word "ludicrous" to describe the possibility. I was certainly thinking it.

Ms. James threw up her hands and kicked the matter up to Executive Inquiries.



I'm seeking a formal review of A.&G.R. processes as part of a settlement. Ms. James is best equipped to conduct the part that takes place at the A.&G.R. level. However, it'll need to be overseen by members of the Board.

The Executive Inquiries person who is addressed here is a specific though anonymous person who offers the first name "Renolda". "Renolda" states that she reports to a "Megan".

"Megan" might [or might not] be Megan Tomei aka Bradford. Ms. Tomei is an Executive Inquiries supervisor in the S.F. Bay Area. However, it's a large State and so there are probably multiple Megans in the role.

It comes down to whether or not there are separate Executive Inquiries supervisors for regular Blue Shield members and Medicare members. If the "Megan" who is responsible for my case is designated as Medicare Operations, she might be in Woodland Hills, CA with Marcie James.

Date: August 31, 2026
From: The Old Coder
To: Blue Shield Executive Inquiries
Cc: Megan Tomie, Executive Inquiries supervisor
Cc: Marcie James, A.&G.R. supervisor
Subject: 5-month anniversary of "expedited" matter

Executive Inquiries:

This letter is being posted publicly on Coder Dansu. You have the link. The other websites have not yet been updated.

Tuesday, September 01, 2026 is [or was] the 5-month anniversary [by weeks] of the current matter.

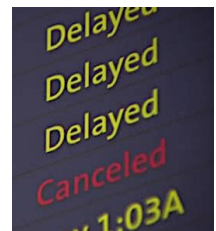
The date is 22 weeks or 154 days since I was diagnosed with a medical condition that Blue Shield's own Care Navigator dept. classified as medically urgent.

I was supposed to get DME [medical equipment] related to breathing and oxygen. That part was supposed to take possibly 5 days or at most 5 weeks. However, it's been 5 months.

The matter was supposed to be expedited. If 22 weeks is "expedited", I hope that I never encounter "slow".

The delay is due to systemic violations of the laws by Blue Shield and two associated organizations, Hill Physicians Medical Group and SuperCare.

Due to the fact that systemic violations of the laws have occurred, the matter can't be punted to DMHC [Dept. of Managed Health Care] though DMHC might play a role.



Blue Shield has proceeded, to some extent, in good faith. For example, you ["Renolda"] have extended an offer from Blue Shield to pay for one device [a mid-size oxygen concentrator].

The other two organizations, in comparison, have operated in bad faith:

- a. I can make the case to the State Bar that the license of the Chief Legal Officer of Hill Physicians, Ryan Oliver, should be suspended.
- b. SuperCare has violated the laws to the extent that Blue Shield is arguably required to delist the vendor.

Blue Shield's handling of the matter [with or without good faith] has been marked by repeated failures to communicate even on basics or to comprehend the most fundamental issues imaginable.

The organization's A.&G.R. department has, for example, made a finding of a physical impossibility. They made the finding of an impossibility twice, Ma'am. I don't intend to let that drop.

In terms of moving forward, you extended the offer to pay for an oxygen concentrator in your 2nd email on August 06, 2026.

That was 26 days ago as of the 5-month anniversary on September 01, 2026. 18 days ago if some discussion is excluded. 18 to 26 days is long enough to justify an inquiry.

Where is my oxygen concentrator?

You said, to paraphrase, "give us a delivery address and we'll ship it". I've said that that is appreciated. I've added that the device will need support and possibly filters or other supplies as well. The question of who is going to provide supplies and support needs to be addressed. I've offered you multiple options. There has been no response.

You aren't going to send me filters or answer questions yourself. Or is that the plan? Are you trained in oxygen concentrators?

You've gone radio silent except to say that "higher levels" will review the matter.

The matter as a whole is 5 months old. I've proceeded patiently and appropriately. The violations of the laws are on the organization's side and not on mine. Is the medical device issue going to be addressed forthwith?

If the answer isn't "yes, immediately", it's time, after months of escalation through the levels where I followed procedure and Blue Shield did not, for the matter to go to leadership of Blue Shield and the Board.

Note that, whether or not the issue of the device that has been handled so poorly is resolved, the other issues which I've listed remain.

I trust that Compliance and/or Legal are aware that it will be inadvisable to make implied or explicit threats of administrative or legal actions against me.

The threats would be related, of course, to the fact that this matter is going to go to higher levels. Or the fact that individuals are likely to be served in person with the story and documented publicly as being

aware of the systemic violations.

There are public interest purposes to the latter step. One purpose will be to make plausible deniability impossible. I'm a big believer in that. It's important to point out that individuals are responsible for their decisions.

Yes, that applies to me as well as to Blue Shield leadership.

I'd like the device that I was supposed to have months ago. The support issues that I've mentioned previously need to be addressed as well. Or what good is the device?

And Blue Shield and I need to talk about the review of A.&G.R. processes that I've proposed previously. The review is probably to be conducted by Marcie James under the supervision of Board members who are objective.

Or it can be, if this is preferred, under the supervision of a State and/or Federal ethics or legislative committee.

Understand, too, that resolution of this matter is in the public interest. I've pressed for resolution in part because Blue Shield is arguably contributing to the deaths of patients through its willful inaction on systemic violations.

The failure of the organization even to respond to the patient deaths issue will be noted to the State and/or Federal levels.



There is no fixed deadline related to this letter because, and a reasonable person will agree, the deadline passed months ago.

You emailed me on August 06, 2026 to propose that I direct communication to you. You implied that it should be solely to you. I've explained to you, repeatedly, that that is categorically rejected.

I will not be limiting communication to solely a single person who is anonymous and who can't be held

accountable for statements made on behalf of the organization. Especially as she's just a proxy for "higher level" parties whose primary intentions are to avoid responsibility and to remain anonymous as well.

The preceding isn't intended to deprecate the civility that you've demonstrated. The point simply is what it is. Thank you for your time.

This letter and other documentation will now go by email, snail-mail, courier, or process server to other parties in the three organizations that are involved.

Interactions with the State and/or Federal level will commence as well. Yes, that part is likely to take years. I'm game if this is the way that it needs to be.

Regards, Robert (the Old Coder)