

**IN THE UNITED STATES DISTRICT COURT
FOR THE MIDDLE DISTRICT OF NORTH CAROLINA**

Jerry W. Ray, on Behalf of Himself and
Others Similarly Situated,

Plaintiff,

v.

AdaptHealth Corp.,

Defendant.

Civil Action No. 1:22-cv-00898

AMENDED CLASS ACTION COMPLAINT

Plaintiff Jerry W. Ray, through his undersigned attorneys and on behalf of himself and all other North Carolina consumers similarly situated, files this Amended Class Action Complaint (Third Amended Complaint) against Defendant AdaptHealth Corp., and hereby alleges as follows:

NATURE OF COMPLAINT

1. Plaintiff Jerry W. Ray filed suit on behalf of himself and all other North Carolina consumers similarly situated to obtain redress from AdaptHealth for its systematic and predatory use of unfair and deceptive debt collection practices against its North Carolina patients.

2. AdaptHealth is a leading provider of medical equipment, supplies, and other products that elderly and other recovering patients rely on for essential healthcare products and devices.

3. However, over the last several years, AdaptHealth's billing practices have come under the microscope, as numerous lawsuits alleging widespread and systemic unfair and deceptive billing have been filed against it.

4. At issue here, as one such unlawful practice, AdaptHealth routinely sends North Carolina consumers debt collection bills demanding payment for medical equipment for dates of service for which the consumer does not possess the equipment.

5. When North Carolina consumers are billed and refuse to pay amounts they do not owe for periods of time for which they do not possess the AdaptHealth equipment, AdaptHealth frequently threatens to add and does add late fees to its patients' accounts.

6. To coerce consumers into paying amounts and the late fees they do not owe, AdaptHealth regularly represents to its patients through its bills that it may review a patient's account "to determine whether to engage a[n] ... attorney to pursue" the debt or "forward[]" the account to an attorney, despite its consistent practice and policy of never referring its patient customers to an attorney for collections.

7. AdaptHealth also frequently enlists third-party collection agencies to pursue the debts and late fees that North Carolina consumers do not owe.

8. Mr. Ray has been victimized by each of the following deceptive and wrongful billing practices: (1) AdaptHealth sent him numerous bills demanding he pay for dates of service after he returned his products, while enlisting a collection agency to pursue these unowed amounts; (2) AdaptHealth assessed late fees to his account when he refused to pay the amounts he did not owe; and (3) AdaptHealth sent him numerous bills

representing that they may engage an attorney to pursue his alleged debts if he refused to pay.

9. To recover for these wrongs and to end AdaptHealth's systemic fraud against its patients, Mr. Ray filed this action under the North Carolina Debt Collection Act ("NCDCA"), N.C. Gen. Stat. § 75-50 *et seq.*

PARTIES

10. Mr. Ray is a natural person, a citizen of North Carolina, and a resident of Forsyth County.

11. Mr. Ray is a "consumer" as defined under N.C. Gen. Stat. § 75-50(1).

12. AdaptHealth is a publicly-traded Delaware corporation with its principal place of business located at 220 West Germantown Pike, Suite 250, Plymouth Meeting, Pennsylvania 19462, and a registered agent for service of process at United Corporate Services, Inc., 874 Walker Rd Ste C, Dover, Delaware 19904.

13. AdaptHealth sells, leases, and/or rents mobility and oxygen equipment, wheelchairs, walkers, sleep therapy supplies, hospital beds, and other medical equipment and supplies to its customers. It is a full-service home medical equipment and respiratory company that offers "a breadth of clinically-focused products and services to help patients with daily activities of life including: sleep and respiratory therapy, mobility products, wound care, non-invasive ventilation and nutrition." (www.linkedin.com/company/adapthealth).

14. According to AdaptHealth's "About Us" video, AdaptHealth has 659 locations in 47 states and makes about 41,083 home deliveries each day.

15. AdaptHealth services beneficiaries of Medicare, Medicaid, and over 2,500 commercial insurers.

16. AdaptHealth has a self-described “national network” of companies that it considers its “family of companies,” and each company is self-described as an “AdaptHealth location.” This “family of companies” includes over thirty locations in North Carolina. (<https://adapthealth.com/familyofcompanies/>).

17. Since April 3, 2019, AdaptHealth and its companies have provided medical equipment and supplies to at least 752,734 residents of North Carolina.

18. AdaptHealth has billed at least 352,635 of these patients for a portion of the costs associated with purchasing or leasing a product from AdaptHealth (i.e., their patient responsibility such as copays, deductibles, or coinsurance).

19. Upon information and belief, AdaptHealth maintains a single customer service and billing center on behalf of itself and its “family of companies.”

20. When an individual purchases, leases, and/or rents medical equipment, supplies, and/or other products from AdaptHealth, AdaptHealth seeks to collect payments from those individuals by sending bills to those individuals. On information and belief, while AdaptHealth’s bills to these consumers sometimes refer to both AdaptHealth and one or more of the AdaptHealth companies, AdaptHealth’s correspondence, customer service numbers, and company representatives referenced within the bills make no distinction between AdaptHealth and the AdaptHealth companies. For this reason, this Complaint refers to any bills as sent from AdaptHealth, notwithstanding whether any other AdaptHealth companies were also listed on a bill. Similarly, the Complaint refers to any

letters that Jerry Ray sent to an AdaptHealth company based on such AdaptHealth bills as sent to AdaptHealth.

21. The term “bill” is used broadly herein to refer to bills, notices, and any other standardized communications attempting to collect alleged debts.

22. AdaptHealth is a “creditor” of the alleged “debts” at issue and a “debt collector” when it seeks to collect on those alleged debts, as those terms are defined or otherwise used in the NCDCA, including N.C. Gen. Stat. § 75-50(2), (3).

JURISDICTION AND VENUE

23. This Court has subject matter jurisdiction under 28 U.S.C. § 1332(a)(1). Mr. Ray, a citizen of North Carolina, has diverse citizenship from AdaptHealth, which is a citizen of Delaware and Pennsylvania. The amount in controversy for Mr. Ray exceeds \$75,000, irrespective of the class allegations.

24. The Court also has subject matter jurisdiction under 28 U.S.C. § 1332(d), which confers original jurisdiction upon this Court over this class action based on diversity of citizenship where: (a) there are 100 or more Class members; (b) the matter in controversy exceeds the sum of \$5,000,000, exclusive of interests and costs; and (c) any member of plaintiffs is a citizen of a State different from any defendant. On information and belief and based on information in the possession of AdaptHealth, there are 100 or more Class members. On information and belief and based on information in the possession of AdaptHealth, the aggregated sum of the claims of all individual class members exceeds the sum or value of \$5,000,000, exclusive of interest and costs. At least one plaintiff, Mr. Ray, is a citizen of a state different from the sole defendant, AdaptHealth.

25. AdaptHealth is subject to personal jurisdiction in this Court pursuant to the North Carolina Long Arm Statute, N.C. Gen. Stat. § 1-75.4, and the Due Process Clause of the United States Constitution, because AdaptHealth purposefully avails itself of the privilege of conducting activities in North Carolina through its dozens of business locations and substantial consumer base in North Carolina, and its debt collection activities in North Carolina. Further, Mr. Ray's and the Class members' claims arise out of AdaptHealth's debt collection activities that were directed at consumers residing in North Carolina.

26. Venue is proper in this District pursuant to 28 U.S.C. § 1391 because a substantial part of the events or omissions giving rise to the claims in this case arose in this judicial district, and a substantial part of property that is the subject of this action is situated in this district. Based on AdaptHealth's website, AdaptHealth has at least six business locations in this District. Moreover, Mr. Ray and, on information and belief, numerous other Class members reside in this District. AdaptHealth's debt collection activities were substantially directed at consumers in this District.

FACTS RELATED TO MR. RAY

I. Mr. Ray fully pays his account with AdaptHealth after returning AdaptHealth's equipment.

27. On or about January 10, 2021, Mr. Ray, a 76-year-old individual, was hospitalized with COVID-19 in Forsyth Medical Center in Winston Salem, North Carolina.

28. Mr. Ray was discharged on or about January 20, 2021.

29. Upon his discharge, Mr. Ray was prescribed oxygen for his recovery and his medical provider ordered oxygen tanks and a compressor to be delivered to Mr. Ray's home located in Winston Salem, NC 27106.

30. On January 20, 2021, an AdaptHealth representative delivered three tanks of oxygen and a compressor (collectively, "the Equipment") to Mr. Ray's home. Two tanks were small and one was large.

31. Upon the delivery of the Equipment, AdaptHealth gave Mr. Ray a Consignment Order dated January 19, 2021, which contains the following statement: "Length of Need: 99 months." A true and accurate copy of the Consignment Order is attached hereto as Exhibit 1.

32. Mr. Ray fully used one small tank and partially used the other small tank. Mr. Ray did not use the large tank or the compressor and possessed the Equipment for 24 days.

33. On or about February 4, 2021, Mr. Ray contacted AdaptHealth to request the pickup and cancellation of the Equipment. An AdaptHealth representative instructed Mr. Ray to contact his physician to initiate the return of the Equipment.

34. Upon receiving this instruction from AdaptHealth, Mr. Ray called his primary care physician on or about February 8, 2021, to have the Equipment picked up from his home.

35. Upon information and belief, Mr. Ray's physician contacted AdaptHealth on February 9, 2021, and requested that the Equipment be picked up from Mr. Ray's home.

36. On or around February 10, 2021, an AdaptHealth representative collected the Equipment from Mr. Ray's home.

37. On or around February 23, 2021, AdaptHealth sent Mr. Ray a bill for \$65.26. The bill showed purported current charges of \$27.93 and a purported previously billed charge of \$37.33. A true and accurate copy of this bill is attached as Exhibit 2.

38. Assuming he owed that amount after application of his Medicare Advantage benefits, Mr. Ray fully paid the bill on March 1, 2021.

39. Mr. Ray's payment on March 1, 2021, fully paid all amounts actually owed AdaptHealth for the Equipment and resulted in an overpayment to AdaptHealth.

II. AdaptHealth sends at least 48 deceptive bills to Mr. Ray over about 19 months while ignoring Mr. Ray's phone calls and letters disputing the alleged debts.

40. From March 2021 through October 2022, AdaptHealth sent Mr. Ray at least 48 deceptive bills to collect alleged fees, penalties, and other charges related to the Equipment, even though Mr. Ray's account with AdaptHealth had been paid in full on March 1, 2021, AdaptHealth had accepted return of the Equipment, and Mr. Ray repeatedly objected to the improper billings through letters and phone calls.

41. On or around March 11, 2021, AdaptHealth sent Mr. Ray a "Payment Required Now" bill for \$80.26. The bill showed purported current charges of \$27.93 and a purported past-due balance of \$52.33, which included a \$15.00 late fee. The bill also warned Mr. Ray that he would need to pay within 10 days "[t]o avoid further collection activity." A true and accurate copy of this first deceptive bill is attached as Exhibit 3.

42. In response to this first deceptive bill, Mr. Ray called AdaptHealth's 1-800 number on or about March 17, 2021, and spoke with "Dolly." "Dolly" explained that \$15.00 of the past due amount was a "late fee," but that AdaptHealth would waive the late fee because Mr. Ray had paid the February 23 bill and AdaptHealth's check processing was running "about two weeks behind."

43. Continuing thereafter through October 2022, AdaptHealth consistently sent Mr. Ray deceptive bills of varying amounts, even though he had returned the Equipment and already paid in full all amounts he owed to AdaptHealth.

44. On or around March 23, 2021, AdaptHealth sent Mr. Ray a bill for \$27.93, all of which consisted of purported current charges. A true and accurate copy of this second deceptive bill is attached as Exhibit 4.

45. On or around April 22, 2021, AdaptHealth sent Mr. Ray a bill for \$32.86, all of which consisted of purported current charges. A true and accurate copy of this third deceptive bill is attached as Exhibit 5.

46. Mr. Ray called AdaptHealth's 1-800 number on or about April 30, 2021, to dispute AdaptHealth's billing practices. On the call, he spoke with "Grace" and "Steve." The line was disconnected immediately when Mr. Ray began addressing his billing concerns. AdaptHealth continued billing Mr. Ray going forward for amounts not actually owed.

47. On or around May 20, 2021, AdaptHealth sent Mr. Ray a "Past Due" bill for \$32.86. A true and accurate copy of this fourth deceptive bill is attached as Exhibit 6.

48. On or around May 25, 2021, AdaptHealth sent Mr. Ray a bill for \$60.79. This bill listed purported current charges of \$27.93 and purported previous charges of \$32.86. A true and accurate copy of this fifth deceptive bill is attached as Exhibit 7.

49. On May 26, 2021, Mr. Ray wrote a letter to AdaptHealth disputing AdaptHealth's bills. AdaptHealth never responded to this letter, but instead continued to improperly bill Mr. Ray for amounts not actually owed. A true and accurate copy of this letter is attached as Exhibit 8.

50. On or around June 8, 2021, AdaptHealth sent Mr. Ray a "Payment Required Now" bill for \$75.79. This bill listed purported current charges of \$27.93 and purported past due charges of \$47.86, including a \$15.00 late fee. A true and accurate copy of this sixth deceptive bill is attached as Exhibit 9.

51. On or around June 22, 2021, AdaptHealth sent Mr. Ray a bill for \$88.72. This bill listed purported current charges as \$27.93 and previously billed charges as \$60.79. A true and accurate copy of this seventh deceptive bill is attached as Exhibit 10.

52. On or around June 24, 2021, AdaptHealth sent Mr. Ray a "Seriously Past Due" bill for \$102.22. This bill listed \$27.93 as purported current charges and \$74.29 as purported past due charges, including a \$15.00 late fee. The bill warned Mr. Ray that his account "remains seriously delinquent." A true and accurate copy of this eighth deceptive bill is attached as Exhibit 11.

53. In this eighth deceptive bill, AdaptHealth also represented that "[i]f payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt." AdaptHealth made this representation

even though it has since admitted, in a declaration signed by its Chief Business Officer, Shaw Rietkerk, that “AdaptHealth does not commence litigation against patients to collect any outstanding patient responsibility balances.” (Doc. 83 at ¶ 12.)

54. On July 6, 2021, Mr. Ray wrote a second letter to AdaptHealth disputing AdaptHealth’s bills. AdaptHealth again never responded to this letter, but instead continued to improperly bill Mr. Ray for amounts not actually owed. A true and accurate copy of this letter is attached as Exhibit 12.

55. On or around July 13, 2021, AdaptHealth sent Mr. Ray a “Final Demand” bill for \$102.22. This bill listed \$27.93 as purported current charges and \$74.29 as purported past due charges, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that AdaptHealth “must now make a decision to forward your account to an attorney or collection agency for resolution,” and that it was Mr. Ray’s “responsibility to contact [AdaptHealth] within 10 days of this letter to prevent your account from being forwarded to an attorney or collection agency.” A true and accurate copy of this ninth deceptive bill is attached as Exhibit 13.

56. On July 20, 2021, Mr. Ray wrote a third letter to AdaptHealth disputing AdaptHealth’s bills. AdaptHealth never responded to this letter, but instead continued to improperly bill Mr. Ray for amounts not actually owed. A true and accurate copy of this letter is attached as Exhibit 14.

57. On or around July 29, 2021, AdaptHealth sent Mr. Ray a “Past Due” bill for \$27.18. The bill also stated that, “[i]f payment is not received within 15 days, a service

charge will be added to your bill.” A true and accurate copy of this tenth deceptive bill is attached as Exhibit 15.

58. By August 3, 2021, AdaptHealth had contracted with a collection agency to collect Mr. Ray’s alleged debt. On August 3, 2021, AdaptHealth caused SIMM Associates, Inc. (“SIMM”), to send a letter to Mr. Ray notifying him that AdaptHealth, through an AdaptHealth company, was “now taking the necessary steps to recover the outstanding amount of \$54.36. They have retained us to review your account and commence collection activity.” SIMM continued sending Mr. Ray debt collection notices and letters for the rest of 2021 and into 2022 even though Mr. Ray did not owe any debt to AdaptHealth.

59. On August 5, 2021, Mr. Ray wrote a fourth letter to AdaptHealth disputing AdaptHealth’s bills. AdaptHealth never responded to this letter, but instead continued to improperly bill Mr. Ray for amounts not actually owed. A true and accurate copy of this letter is attached as Exhibit 16.

60. On or around August 17, 2021, AdaptHealth sent Mr. Ray a “Payment Required Now” bill, listing purported past due charges of \$42.18, including a \$15.00 late fee. The bill stated that, “[t]o avoid further collection activity, please ensure that payment is received ... within 10 days of the date of this letter.” A true and accurate copy of this eleventh deceptive bill is attached as Exhibit 17.

61. On or around September 2, 2021, AdaptHealth sent Mr. Ray a bill for \$82.29. The bill listed purported current charges of \$55.11 and previously billed charges of \$27.18. A true and accurate copy of this twelfth deceptive bill is attached as Exhibit 18.

62. On or around September 2, 2021, AdaptHealth also sent Mr. Ray a “Seriously Past Due” bill for \$97.29. This bill listed purported current charges of \$55.11 and purported past due charges of \$42.18, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that, “[i]f payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.” A true and accurate copy of this thirteenth deceptive bill is attached as Exhibit 19.

63. On or around September 21, 2021, AdaptHealth sent Mr. Ray a “Final Demand” bill for \$97.29. This bill listed purported current charges of \$55.11 and purported past due charges of \$42.18, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that AdaptHealth “must now make a decision to forward your account to an attorney or collection agency for resolution,” and that Mr. Ray would need to “make payment in full immediately” to “avoid further action.” A true and accurate copy of this fourteenth deceptive bill is attached as Exhibit 20.

64. On or around September 23, 2021, AdaptHealth sent Mr. Ray a bill for \$112.63. This bill listed purported current charges of \$30.34 and previously billed charges of \$82.29. A true and accurate copy of this fifteenth deceptive bill is attached as Exhibit 21.

65. On September 29, 2021, Mr. Ray wrote a fifth letter to AdaptHealth disputing AdaptHealth’s bills. AdaptHealth never responded to this letter, but instead continued to

improperly bill Mr. Ray for amounts not actually owed. A true and accurate copy of this letter is attached as Exhibit 22.

66. On or around October 7, 2021, AdaptHealth sent Mr. Ray a “Past Due” bill for \$111.88. This bill listed purported current charges of \$30.34, purported past due charges of \$54.36, and a purported “ready for collections” charge of \$27.18. The bill threatened to add a service charge to the bill if Mr. Ray did not submit payment within 15 days. A true and accurate copy of this sixteenth deceptive bill is attached as Exhibit 23.

67. On or around October 20, 2021, AdaptHealth sent Mr. Ray a bill for \$115.04. This bill listed purported current charges of \$30.34 and previously billed charges of \$84.70. A true and accurate copy of this seventeenth deceptive bill is attached as Exhibit 24.

68. AdaptHealth caused SIMM on or around October 21, 2021, to send a second letter to Mr. Ray notifying him that AdaptHealth, through an AdaptHealth company, was “now taking the necessary steps to recover the outstanding amount of \$27.18. They have retained us to review your account and commence collection activity.”

69. On or around October 25, 2021, AdaptHealth sent Mr. Ray a “Payment Required Now” bill for \$130.04. This bill listed purported current charges of \$30.34 and purported past due charges of \$99.70, including a \$15.00 late fee. The bill threatened Mr. Ray that he would need to ensure payment was received within 10 days of the bill to avoid further collection activity. A true and accurate copy of this eighteenth deceptive bill is attached as Exhibit 25.

70. On or around November 23, 2021, AdaptHealth sent Mr. Ray a bill for purported current charges for \$30.34. A true and accurate copy of this nineteenth deceptive bill is attached as Exhibit 26.

71. In November 2021, Mr. Ray made a third call to AdaptHealth's 1-800 number and spoke with "Joan." Mr. Ray told "Joan" that AdaptHealth owed him \$77.58 from his overpayments related to the improper bills. "Joan" stated that AdaptHealth would issue a refund check, but AdaptHealth never issued the refund until after this lawsuit was filed. Instead, AdaptHealth continued its wrongful billing.

72. On or around December 21, 2021, AdaptHealth sent Mr. Ray a "Past Due" bill for \$33.03. This bill listed \$2.69 in purported current charges and purported past due charges of \$30.34. The bill threatened to charge Mr. Ray with a service charge if he did not make payment within 15 days. A true and accurate copy of this twentieth deceptive bill is attached as Exhibit 27.

73. On or around December 22, 2021, AdaptHealth sent Mr. Ray a bill for \$63.37. This bill listed purported current charges of \$33.03 and previously billed charges of \$30.34. A true and accurate copy of this twenty-first deceptive bill is attached as Exhibit 28.

74. On or around January 6, 2022, AdaptHealth sent Mr. Ray a "Payment Required Now" bill for \$75.21. This bill listed purported current charges of \$33.03 and purported past due charges of \$42.18, including a \$15.00 late fee. This bill threatened that Mr. Ray would need to ensure payment was received within 10 days of the letter to avoid

further collection activity. A true and accurate copy of this twenty-second deceptive bill is attached as Exhibit 29.

75. On January 18, 2022, Mr. Ray sent a sixth letter to AdaptHealth explaining that “Joan” had stated that Mr. Ray was being billed in error and that AdaptHealth would issue a refund check of \$77.58 and deem the account “settled.” Like the other correspondences, however, AdaptHealth never responded to this letter, never refunded Mr. Ray until after this lawsuit was filed, and continued improperly billing Mr. Ray. A true and accurate copy of this letter is attached as Exhibit 30.

76. On or around January 21, 2022, AdaptHealth sent Mr. Ray a bill for \$90.55. This bill listed purported current charges of \$30.34 and previously billed charges of \$60.21. A true and accurate copy of this twenty-third deceptive bill is attached as Exhibit 31.

77. On or around January 24, 2022, AdaptHealth sent Mr. Ray a “Seriously Past Due” bill for \$105.55. This bill listed as purported current charges \$30.34 and purported past due charges of \$75.21, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that, if payment was not timely made, AdaptHealth would consider whether to engage a collection agency or attorney to pursue the debt. A true and accurate copy of this twenty-fourth deceptive bill is attached as Exhibit 32.

78. On or around February 9, 2022, AdaptHealth sent Mr. Ray a “Final Demand” bill for \$102.39. This bill listed purported current charges of \$30.34 and purported past due charges of \$72.05, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that AdaptHealth must now make

a decision whether to forward his account to an attorney or collection agency. A true and accurate copy of this twenty-fifth deceptive bill is attached as Exhibit 33.

79. AdaptHealth caused SIMM on or around February 9, 2022, to send a third letter to Mr. Ray notifying him that he purportedly owed a \$2.69 debt to AdaptHealth, which SIMM was “trying to collect.”

80. On or around February 22, 2022, AdaptHealth sent Mr. Ray a bill for \$117.73. This bill listed purported current charges of \$30.34 and previously billed charges of \$87.39. A true and accurate copy of this twenty-sixth deceptive bill is attached as Exhibit 34.

81. On or around February 25, 2022, AdaptHealth sent Mr. Ray a “Past Due” bill for \$60.68. This bill listed purported current charges of \$30.34 and purported past due charges of \$30.34. The bill threatened to add a service charge to Mr. Ray’s bill if payment was not timely made. A true and accurate copy of this twenty-seventh deceptive bill is attached as Exhibit 35.

82. On or around March 14, 2022, AdaptHealth sent Mr. Ray a “Payment Required Now” bill for \$75.68. This bill listed purported current charges of \$30.34 and purported past due charges of \$45.34, including a \$15.00 late fee. This bill threatened further collection activity if payment was not received in a timely manner. A true and accurate copy of this twenty-eighth deceptive bill is attached as Exhibit 36.

83. On March 14, 2022, an attorney for Mr. Ray emailed SIMM that the debt SIMM was trying to collect was disputed, and demanded that SIMM “[c]ease all

communications with” Mr. Ray. The attorney specified that SIMM should “[c]ontact [him] for any questions.”

84. On or around March 21, 2022, AdaptHealth sent Mr. Ray a bill for \$91.02. This bill listed purported current charges of \$30.34 and previously billed charges of \$60.68. A true and accurate copy of this twenty-ninth deceptive bill is attached as Exhibit 37.

85. On or around March 30, 2022, AdaptHealth sent Mr. Ray a “Seriously Past Due” bill for \$106.02. This bill listed purported current charges of \$30.34 and purported past due charges of \$75.68, including a \$15.00 late fee. In the bill, AdaptHealth represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that it would review Mr. Ray’s account to determine whether to engage an attorney or collection agency to pursue the debt if Mr. Ray did not pay in a timely manner. A true and accurate copy of this thirtieth deceptive bill is attached as Exhibit 38.

86. On April 11, 2022, Mr. Ray a seventh letter to AdaptHealth, this one directed to Mr. Dan Bunting, AdaptHealth’s Chief Operating Officer. The letter explained Mr. Ray’s situation and contested AdaptHealth’s ongoing billing and attempted debt collection. Neither Mr. Bunting nor AdaptHealth responded to this letter, and AdaptHealth continued billing Mr. Ray. A true and accurate copy of this letter is attached as Exhibit 39.

87. On or around April 21, 2022, AdaptHealth sent Mr. Ray a bill for \$121.36. This bill listed purported current charges of \$30.34 and previously billed charges of \$91.02. A true and accurate copy of this thirty-first deceptive bill is attached as Exhibit 40.

88. On or around May 2, 2022, AdaptHealth sent Mr. Ray a “Past Due” bill for \$60.68. This bill listed \$30.34 in purported current charges and \$30.34 in purported past

due charges. The bill threatened to impose a service charge on Mr. Ray if he did not timely submit payment. A true and accurate copy of this thirty-second deceptive bill is attached as Exhibit 41.

89. On or around May 18, 2022, AdaptHealth sent Mr. Ray a “Payment Required Now” bill for \$75.68. This bill listed \$30.34 in purported current charges and \$45.34 in purported past due charges, including a \$15.00 late fee. The bill threatened Mr. Ray that he would need to timely pay to avoid further collection activity. A true and accurate copy of this thirty-third deceptive bill is attached as Exhibit 42.

90. On or around May 23, 2022, AdaptHealth sent Mr. Ray a bill for \$91.02. This bill listed purported current charges of \$30.34 and previously billed charges of \$60.68. A true and accurate copy of this thirty-fourth deceptive bill is attached as Exhibit 43.

91. On or around June 3, 2022, AdaptHealth sent Mr. Ray a “Seriously Past Due” bill for \$104.02. This bill listed purported current charges of \$30.34 and purported past due charges of \$73.68, including a \$15.00 late fee. AdaptHealth represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that it would review Mr. Ray’s account to determine whether to engage a collection agency or attorney to pursue the alleged debt if Mr. Ray did not timely make payment. A true and accurate copy of this thirty-fifth deceptive bill is attached as Exhibit 44.

92. On or around June 20, 2022, AdaptHealth sent Mr. Ray a “Final Demand” letter of \$104.02, all of which were purported past due charges. The bill included a \$15.00 late fee. AdaptHealth represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that it would have to decide soon about whether to forward Mr.

Ray's account to an attorney or collection agency for resolution. A true and accurate copy of this thirty-sixth deceptive bill is attached as Exhibit 45.

93. AdaptHealth caused SIMM on or about June 20, 2022, to send a fourth letter to Mr. Ray notifying him that he purportedly owed a purported \$28.34 debt to AdaptHealth, notwithstanding Mr. Ray's attorney's prior communication notifying SIMM to cease all communications to Mr. Ray.

94. On or around June 22, 2022, AdaptHealth sent Mr. Ray a bill for \$117.36. This bill listed \$30.34 in purported current charges and \$87.02 in previously billed charges. A true and accurate copy of this thirty-seventh deceptive bill is attached as Exhibit 46.

95. On or around July 20, 2022, AdaptHealth sent Mr. Ray a "Past Due" bill for \$30.34. This bill listed \$30.34 in purported past due charges. The bill threatened to add a service charge to Mr. Ray's bill if he did not make payment in a timely manner. A true and accurate copy of this thirty-eighth deceptive bill is attached as Exhibit 47.

96. On or around July 21, 2022, AdaptHealth sent Mr. Ray a bill for \$60.68. This bill listed purported current charges of \$30.34 and previously billed charges of \$30.34. A true and accurate copy of this thirty-ninth deceptive bill is attached as Exhibit 48.

97. On or around August 5, 2022, AdaptHealth sent Mr. Ray a "Payment Required Now" bill for \$73.68. This bill listed purported current charges of \$30.34 and purported past due charges of \$43.34, including a \$15.00 late fee. This bill threatened pursuing further collection activity unless Mr. Ray sent payment in a timely manner. A true and accurate copy of this fortieth deceptive bill is attached as Exhibit 49.

98. On or around August 22, 2022, AdaptHealth sent Mr. Ray a “Seriously Past Due” bill for \$73.68. This bill listed purported past due charges of \$73.68, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that it may engage a collection agency or attorney to pursue the alleged debt if Mr. Ray did not timely make payment. A true and accurate copy of this forty-first deceptive bill is attached as Exhibit 50.

99. On or around August 23, 2022, AdaptHealth sent Mr. Ray a bill for \$89.02. This bill listed purported current charges of \$30.34 and previously billed charges of \$58.68. A true and accurate copy of this forty-second deceptive bill is attached as Exhibit 51.

100. On or around September 7, 2022, AdaptHealth sent Mr. Ray a “Final Demand” bill for \$104.02. This bill listed \$30.34 in purported current charges and purported past due charges of \$73.68, including a \$15.00 late fee. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that it may forward Mr. Ray’s account to an attorney or collection agency unless Mr. Ray paid within a timely manner. A true and accurate copy of this forty-third deceptive bill is attached as Exhibit 52.

101. On or around September 21, 2022, AdaptHealth sent Mr. Ray a bill for \$117.36. This bill listed purported current charges of \$30.34 and previously billed charges of \$87.02. A true and accurate copy of this forty-fourth deceptive bill is attached as Exhibit 53.

102. On or around September 23, 2022, AdaptHealth sent Mr. Ray a “Past Due” bill for \$117.36. This bill listed purported current charges of \$30.34, purported past due

charges of \$30.34, and purported ready for collections charges of \$56.68. The bill threatened to add a service charge if Mr. Ray did not make timely payment. A true and accurate copy of this forty-fifth deceptive bill is attached as Exhibit 54.

103. On or around October 10, 2022, AdaptHealth sent Mr. Ray a “Payment Required Now” bill for \$75.68. This bill listed purported current charges of \$30.34 and purported past due charges of \$45.34, including a \$15.00 late fee. The bill threatened further collection activity unless Mr. Ray timely submitted payment. A true and accurate copy of this forty-sixth deceptive bill is attached as Exhibit 55.

104. On or around October 21, 2022, AdaptHealth sent Mr. Ray a bill for \$91.02. The bill listed \$30.34 in purported current charges and \$60.68 as previously billed charges. A true and accurate copy of this forty-seventh deceptive bill is attached as Exhibit 56.

105. On or around October 26, 2022, AdaptHealth sent Mr. Ray a “Seriously Past Due” bill for \$106.02. This bill listed purported current charges of \$30.34 and purported past due charges of \$75.68, including a late fee of \$15.00. The bill represented – despite AdaptHealth’s practice and policy not to refer patients for legal action – that it may engage a collection agency or attorney unless Mr. Ray timely submitted payment. A true and accurate copy of this forty-eighth deceptive bill is attached as Exhibit 57.

106. In sum, AdaptHealth sent Mr. Ray at least 48 deceptive bills from March 2021 through October 2022 demanding payment of fees, penalties, and other charges related to the Equipment, even though Mr. Ray had already returned the Equipment and had paid his account in full. Each of these bills was a wrongful attempt to collect a debt that was not actually owed.

107. AdaptHealth willfully continued this wrongful billing while both ignoring Mr. Ray's at least three phone calls and at least seven letters disputing the alleged debt, and after AdaptHealth acknowledged that it was improperly billing Mr. Ray.

108. Not only did AdaptHealth regularly send Mr. Ray deceptive bills, but it also contracted with a collection agency to collect the debts not actually owed from Mr. Ray throughout 2021 and 2022 and caused Mr. Ray to receive collection agency letters for debt not actually owed.

109. To avoid any negative impact on his credit score, Mr. Ray paid some bills while simultaneously disputing the debt. Specifically, he paid AdaptHealth \$62.26 on March 1, 2021, \$27.93 on March 30, 2021, \$4.93 on July 6, 2021, and \$27.93 on August 24, 2021, for a total of \$126.07.

III. AdaptHealth also bills Mr. Ray's Medicare Advantage plan.

110. For each monthly bill that AdaptHealth sent Mr. Ray, AdaptHealth also billed Mr. Ray's Medicare Advantage plan provided by Aetna. Upon information and belief, Aetna paid AdaptHealth each month and AdaptHealth billed Mr. Ray 20% of Aetna allowed amount, which purportedly represented Mr. Ray's "co-pay" amount.

111. The result of this improper billing by AdaptHealth was that it wrongfully billed and collected thousands of dollars of Medicare Advantage payments through Aetna, while simultaneously billing Mr. Ray hundreds of dollars for his purported "co-pay" amount.

112. On or around December 13, 2022, after Mr. Ray commenced this suit, Mr. Ray received an explanation of benefits from Aetna showing that AdaptHealth's claims for

February 19, 2022, through October 19, 2022, which were previously paid by Aetna, have now been reversed. Presumably, AdaptHealth has returned those funds.

113. However, Mr. Ray has not received any indication from Aetna that the claims from February 19, 2021, through January 19, 2022, which were previously paid by Aetna, have been reversed and repaid to Aetna by AdaptHealth. Presumably, AdaptHealth still wrongfully possesses those funds.

COMMON CLASS ALLEGATIONS

114. The foregoing allegations are hereby incorporated by reference as if fully restated herein.

I. AdaptHealth's widespread and systemic wrongful billing inflates its reported revenue while harming its North Carolina patients.

115. The deceptive billing practices AdaptHealth used during its shakedown of Mr. Ray are not a one off. Rather, they are indicative of widespread and systemic problems with AdaptHealth's billing that AdaptHealth has known have existed for years.

116. AdaptHealth has continued to employ its improper billing racket, despite being aware of the problems Mr. Ray has outlined above, as well as others, because these practices benefit its business by allowing it to collect and hold payments to which it is not entitled, both from consumers and their insurers or other third-party payors.

117. Indeed, a pending class action alleges that AdaptHealth's executives and managers knowingly inflated its revenue through its illicit billing practices over several years. *See* Amended Class Action Complaint, Doc. 59, *In re AdaptHealth Corp. Sec. Litig.*, 2:23-cv-04104-MRP (E.D. Pa. May 23, 2024). These alleged illicit practices include (but

are not limited to) automatically enrolling patients in autorenewal programs without their consent (*id.* ¶ 113), triple billing patients (*id.* ¶ 147), billing for products that were never ordered (*id.*), “flipping” already billed orders back to the beginning of the billing process (*id.*), and ignoring patient complaints throughout the process (*id.* ¶ 160).

118. Similarly, in April 2023, an AdaptHealth subsidiary paid over \$5.3 million to settle a whistleblower lawsuit accusing it of billing federal programs for devices that were no longer used, unprescribed devices, or double-billed devices. *See* Patrick Reagan, Philly-Area Medical Device Co. Pays \$5.3M to End FCA Case, Law360 (Apr. 21, 2023, 2:18 PM), <https://www.law360.com/articles/1599853/philly-area-medical-device-co-pays-t-3m-to-end-fca-case>.

119. In addition to these suits, the Better Business Bureau (“BBB”) has given AdaptHealth an “F” rating due to unresolved consumer complaints, many of which allege that AdaptHealth billed for undelivered, overcharged, or returned items. Better Business Bureau AdaptHealth Page, <https://www.bbb.org/us/pa/plymouth-meeting/profile/medical-equipment/adapthealth-0241-235992446/complaints> (last visited June 10, 2024). Similar complaints are also widespread across the BBB websites for AdaptHealth’s family of companies.

120. AdaptHealth is plainly aware of the widespread deficiencies in its billing scheme, yet it continues to wrongfully bill and harm innocent patients like Mr. Ray and countless others because, on information and belief, its deceptive billing bolsters its bottom

line and has allowed it to rapidly grow its “family” of companies.¹ Counsel for Mr. Ray has been in contact with several other North Carolina consumers who, like Mr. Ray, were victims of AdaptHealth’s deceptive billing scheme. These individuals were also billed for dates of service for which they did not possess the medical equipment, assessed late fees for failing to pay these unowed amounts, and told that they may be pursued by an attorney if they continued resisting AdaptHealth’s collection efforts.

121. AdaptHealth’s own patient notes—the customer service notes its representatives create during calls and other interactions with its patients—also contain numerous admissions that AdaptHealth improperly billed patients for dates of service after they returned their rented equipment to AdaptHealth.

122. The patients AdaptHealth improperly billed had to complain, and often complain repeatedly over many months or even years, to get their accounts cleared, files returned from third party collection agencies, and/or money back from AdaptHealth.

123. This happened, for example, to Mr. Ray. And Mr. Ray’s counsel has been in contact with other putative class members who, like Mr. Ray, had to complain numerous times before AdaptHealth ceased its wrongful billing, cleared their accounts, recalled their files from third party collection agencies, and/or returned their money.

¹ In July 2024, AdaptHealth paid \$51 million to settle shareholder allegations that it inflated its organic growth metrics while engaging in aggressive acquisition practices—including acquiring at least 59 businesses between 2012 and 2019—and failing to disclose that its former CEO was under investigation by tax authorities, which later resulted in charges of tax fraud. (<https://www.law360.com/articles/1856859/adapthealth-investor-attys-get-25-of-51m-deal-with-caveat> and Opinion attached to article.)

124. When patients overpaid as a result of AdaptHealth's wrongful billing and AdaptHealth returned the patients' money, it did so without paying any interest. Thus, by improperly billing thousands of its patients, AdaptHealth effectively obtained interest free loans, which, upon information and belief, resulted in artificially inflated financial records and stock values and funded AdaptHealth's aggressive growth strategy, as discussed above.

II. AdaptHealth engages in systemic wrongful billing against the members of the Classes.

125. When AdaptHealth sells, leases, and/or rents medical equipment, supplies, and/or other products to consumers, its practice is to issue debt collection bills that, like those issued to Mr. Ray, demand payment of fees, penalties, and other charges.

126. AdaptHealth has a pattern and practice of sending consumers debt collection bills demanding payment for use of medical equipment for dates of service *after* the consumer has returned, rejected, or did not receive the equipment, as illustrated through AdaptHealth's dealings with Mr. Ray.

127. These improper charges also frequently include late fees for purported failure to pay these wrongful charges, as AdaptHealth did with respect to Mr. Ray in its "Payment Required Now," "Seriously Past Due," and "Final Demand" letters.

128. AdaptHealth contracted with collection agencies to wrongfully collect from consumers – on AdaptHealth's behalf – debts and late fees not owed by the consumers.

129. The debt collection bills, including the "Seriously Past Due" and "Final Demand" bills sent to Mr. Jerry Ray and others like him, represent that AdaptHealth may take legal action against the consumer, even though AdaptHealth admits that it "does not

commence litigation against patients to collect any outstanding patient responsibility balances.”

130. AdaptHealth has sent these deceptive bills to many North Carolina consumers, who can be readily ascertained through an objective review of AdaptHealth’s business records.

131. Pursuant to Federal Rule of Civil Procedure 23, Mr. Ray brings this putative class action on behalf of three proposed classes, as detailed below.

132. Mr. Ray tentatively defines Class A (the “Billed After Date of Service Class”), which asserts claims under N.C. Gen. Stat. § 75-54(4), as follows:

All (1) consumers who purchased, leased, or rented medical equipment, supplies, and/or other products from AdaptHealth or any of AdaptHealth’s “family of companies;” (2) who returned, rejected, or did not receive equipment from AdaptHealth; (3) who were subsequently billed for a date of service on which they did not possess AdaptHealth’s equipment; (4) which bills were sent between April 3, 2019, and the date of class certification; and (5) which consumers resided in North Carolina when AdaptHealth and/or the AdaptHealth company sent the bill.

133. Mr. Ray tentatively defines Class B (the “Late Fee Class”), which asserts claims under N.C. Gen. Stat. §§ 75-55(2) and 75-54(6), as follows:

All (1) consumers who purchased, leased, or rented medical equipment, supplies, and/or other products from AdaptHealth or any of AdaptHealth’s “family of companies;” (2) who returned, rejected, or did not receive equipment from AdaptHealth; (3) who were sent one or more debt collection bills from AdaptHealth assessing a late fee or representing that a late fee or service charge may be assessed if they did not make payments for dates of service after their return of the equipment, supplies, and/or other products; (4) which bills were sent between April 3, 2019, and the date of class certification; and (5) which consumers resided in North Carolina when AdaptHealth and/or the AdaptHealth company sent the bill.

134. Mr. Ray tentatively defines Class C (The “Legal Action Class”), which asserts claims under N.C. Gen. Stat. § 75-54(4), as:

All (1) consumers who purchased, leased, or rented medical equipment, supplies, and/or other products from AdaptHealth or any of AdaptHealth’s “family of companies”; (2) who were sent bills like the “Seriously Past Due” or “Final Demand” letters from AdaptHealth and/or an AdaptHealth company representing that AdaptHealth may refer the debt to or would consider engaging an attorney to pursue the consumer’s alleged debt; (3) which bills were sent between April 3, 2019, until the date of class certification; and (4) which consumers resided in North Carolina when AdaptHealth and/or the AdaptHealth company sent the bill.

135. Excluded from these Classes are AdaptHealth, any entities in which AdaptHealth has a controlling interest, AdaptHealth’s agents and employees, and any Judge to whom this action is assigned and any member of such Judge’s staff and immediate family.

136. *Numerosity*: Plaintiff is unable to provide a specific number of members of the Classes because that information is solely in the possession of AdaptHealth. However, the exact number of class members, including the names and addresses of all class members, will be objectively ascertained through a review of AdaptHealth’s business records, including, but not limited to, its debt collection bills, patient notes, and customer transaction data. This information will objectively establish whether an individual falls within the identified Classes. Upon information and belief, the putative Classes each contain at least one hundred consumers and may exceed thousands of consumers and is therefore so numerous that joinder of all members would be impracticable. Moreover, this case is manageable because the Class members can be objectively ascertained through a review of AdaptHealth’s business records, including its debt collection bills.

137. *Commonality*: There are questions of law and fact common to each Class. The overarching fact common to all class members is that AdaptHealth, in seeking to collect each class member's alleged debt related to AdaptHealth's medical equipment, supply and/or other product, sent each class member a debt collection bill which either (1) billed the consumer for dates of service in which they did not possess the equipment; (2) issued or represented that late fees may be issued against consumers for wrongful debts; or (3) represented AdaptHealth may pursue legal action against the consumer. The question of law is whether AdaptHealth's debt collection bills to class members violated the respective provisions of the NCDCA. The class members for each proposed class each challenge AdaptHealth's same underlying conduct—its sending of these debt collection bills. Each of the class members in each proposed class suffered the same actual and statutory harms of being sent an illegal debt collection bill.

138. *Typicality*: The claims of Plaintiff are typical of the claims of the proposed classes and all are based on the same facts and legal theories. Mr. Ray's claims arise from the same course of conduct giving rise to the claims of the other class members—AdaptHealth sent him improper bills demanding he pay for dates of service after he returned its medical equipment; charged him one or more late fees to which it was not entitled incidental to purported debts that he did not owe; and represented it may engage an attorney to pursue his non-existent debt, despite having no intention of so doing. Mr. Ray's claims are based on the same legal theory proposed by the Classes that AdaptHealth's patterns, practices, and policies related to its debt collection bills violated the North Carolina Debt Collection Act. Mr. Ray suffered the same harm as the Class

members by being subjected to AdaptHealth's improper billing activities as a consumer of AdaptHealth's medical equipment, supplies, and/or other products. Mr. Ray seeks the same form of actual and statutory damages sought by the Classes.

139. *Adequacy*: Plaintiff will fairly and adequately protect the interests of the class. Mr. Ray suffered the same types of harms as the members of the Classes and does not have antagonistic or conflicting claims with other members of the Classes. Mr. Ray is competent, is aware of his responsibilities to the putative Classes, and has accepted such responsibilities. Mr. Ray has retained counsel experienced in the prosecution and defense of complex class actions, specifically including experience with consumer class actions. The undersigned counsel has substantial experience litigating complex actions in North Carolina federal courts, including in the U.S. District Court for the Middle District of North Carolina. The undersigned counsel is qualified, experienced, and able to conduct the litigation vigorously.

140. *Predominance*: The class is appropriate for certification because questions of law and fact common to the members of the Classes predominate over questions affecting only individual members. Any questions affecting individual members are few because AdaptHealth's liability to each Class member likely can be established through an objective review of AdaptHealth's business records. These common questions of law and fact, as outlined above, include:

- a. Whether AdaptHealth billed consumers for dates of service in which they did not possess the equipment, in violation of N.C. Gen. Stat. § 75-54(4);

- b. Whether AdaptHealth represented that it may impose and actually imposed late fees on consumers incidental to their alleged failure to pay for dates of service that *followed* their possession of the equipment, in violation of N.C. Gen. Stat. §§ 75-55(2) and 75-54(6);
- c. Whether AdaptHealth represented that it would consider pursuing legal action despite having no intention of doing so, in violation of N.C. Gen. Stat. § 75-54(4);
- d. Whether Class members are entitled to actual, statutory, and trebled damages, attorneys' fees, and costs for AdaptHealth's conduct; and
- e. Whether Class members are entitled to preliminary and permanent injunctive relief barring AdaptHealth from further utilizing its illegal pattern, practice, and policy against Class members.

141. *Superiority*: A class action is superior to other available methods for the fair and efficient adjudication of this controversy, since individual joinder of all members of the Classes is impracticable. Should individual class members be required to bring separate actions, this Court or courts throughout North Carolina would be confronted with a multiplicity of lawsuits burdening the court system while also creating the risk of inconsistent rulings and contradictory judgments. In contrast to proceeding on a case-by-case basis, in which inconsistent results will magnify the delay and expense to all parties and the court system, this class action presents far fewer management difficulties while providing unitary adjudication, economies of scale, and comprehensive supervision by a single court.

142. This forum is the superior and predominant forum, as it serves as a central location for all Class members, is where Mr. Ray resides, is where AdaptHealth sent a substantial number of the debt collection bills at issue in this case, and a substantial amount of the harm was suffered in this District.

CAUSES OF ACTION

Class A – Billed After Date of Service Class Violation of the North Carolina Debt Collection Act N.C. Gen. Stat. § 75-54(4)

143. Plaintiff incorporates by reference the allegations contained in the preceding paragraphs as though fully set forth herein.

144. Plaintiff and all members of each Class are “consumers” as that term is used by North Carolina General Statutes § 75-50(1).

145. AdaptHealth is a “debt collector” as that term is used by North Carolina General Statutes § 75-50(3).

146. AdaptHealth has been attempting to collect from Plaintiff and all members of the Classes a “debt,” as that term is used by North Carolina General Statutes § 75-50(2).

147. AdaptHealth billed consumers for subsequent dates of service after they had returned, rejected, or did not receive equipment, in violation of N.C. Gen. Stat. § 75-54(4).

148. Each of these unfair acts against the Class members affected commerce.

149. Each of these unfair acts against the Class members caused an informational injury against the Class members.

150. Each such unfair act constitutes an independent violation of the NCDCA.

151. Plaintiff and the Class Members demand judgment for damages against AdaptHealth for actual damages as well as statutory damages in the amount of up to \$4,000 per violation pursuant to N.C. Gen. Stat. § 75-56(b).

152. Plaintiff's and the Class members' damages are to be trebled pursuant to N.C. Gen. Stat. § 75-16.

153. Plaintiff and the Class Members are entitled to reasonable attorneys' fees and costs pursuant to N.C. Gen. Stat. § 75-16.1(1).

Class B – Late Fee Class
Violation of the North Carolina Debt Collection Act
N.C. Gen. Stat. §§ 75-55(2) and 75-54(4)

154. Plaintiff incorporates by reference the allegations contained in the preceding paragraphs as though fully set forth herein.

155. Plaintiff and all members of each Class are “consumers” as that term is used by North Carolina General Statutes § 75-50(1).

156. AdaptHealth is a “debt collector” as that term is used by North Carolina General Statutes § 75-50(3).

157. AdaptHealth has been attempting to collect from Plaintiff and all members of the Classes a “debt,” as that term is used by North Carolina General Statutes § 75-50(2).

158. AdaptHealth imposed late fees and threatened to impose late fees or service charges on consumers for their alleged failure to pay for subsequent dates of service that *followed* their return, rejection, or lack of receipt of equipment, in violation of N.C. Gen. Stat. §§ 75-55(2) and 75-54(4).

159. Each of these unfair acts against the Class members affected commerce.

160. Each of these unfair acts against the Class members caused an informational injury against the Class members.

161. Each such unfair act constitutes an independent violation of the NCDCA.

162. Plaintiff and the Class Members demand judgment for damages against AdaptHealth for actual damages as well as statutory damages in the amount of up to \$4,000 per violation pursuant to N.C. Gen. Stat. § 75-56(b).

163. Plaintiff's and the Class members' damages are to be trebled pursuant to N.C. Gen. Stat. § 75-16.

164. Plaintiff and the Class Members are entitled to reasonable attorneys' fees and costs pursuant to N.C. Gen. Stat. § 75-16.1(1).

Class C – Legal Action Class
Violation of the North Carolina Debt Collection Act
N.C. Gen. Stat. § 75-54(4)

165. Plaintiff incorporates by reference the allegations contained in the preceding paragraphs as though fully set forth herein.

166. Plaintiff and all members of each Class are “consumers” as that term is used by North Carolina General Statutes § 75-50(1).

167. AdaptHealth is a “debt collector” as that term is used by North Carolina General Statutes § 75-50(3).

168. AdaptHealth has been attempting to collect from Plaintiff and all members of the Classes a “debt,” as that term is used by North Carolina General Statutes § 75-50(2).

169. AdaptHealth represented the potential for legal action against Class members despite having no intent to pursue such action, in violation of N.C. Gen. Stat. § 75-54(4).

170. Each of these unfair acts against the Class members affected commerce.

171. Each of these unfair acts against the Class members caused an informational injury against the Class members.

172. Each such unfair act constitutes an independent violation of the NCDCA.

173. Plaintiff and the Class Members demand judgment for damages against AdaptHealth for actual damages as well as statutory damages in the amount of up to \$4,000 per violation pursuant to N.C. Gen. Stat. § 75-56(b).

174. Plaintiff's and the Class members' damages are to be trebled pursuant to N.C. Gen. Stat. § 75-16.

175. Plaintiff and the Class Members are entitled to reasonable attorneys' fees and costs pursuant to N.C. Gen. Stat. § 75-16.1(1)

PRAYER FOR RELIEF

WHEREFORE, Plaintiff and all others similarly situated pray this Court to:

A. Certify this action as a class action as provided by Rule 23 of the Federal Rules of Civil Procedure, appoint Plaintiff as a class representative, and appoint the undersigned as Class Counsel;

B. Preliminarily enjoin AdaptHealth from sending bills demanding payment of fees, penalties, or other charges related to debts not actually owed to Mr. Ray or the Class Members, as well as bills representing that AdaptHealth may engage an attorney to pursue its patients' purported debts;

C. Adjudge that AdaptHealth violated the NCDCA sections as enumerated above, and awarding Mr. Ray and the members of the Class actual and statutory damages;

- D. Treble Mr. Ray's and the Class Members' damages;
- E. Permanently enjoin AdaptHealth's pattern, practice, and policy of unfair and deceptive debt collection activities against Mr. Ray and the Class members;
- F. Order AdaptHealth to specifically inform each class member and the public that it has been forced to change its illegal practice, policy, and pattern of improperly billing consumers for debts the consumers do not owe and explaining how AdaptHealth has changed its practice, policy, and pattern;
- G. Tax AdaptHealth with Plaintiff's and all Class Members' costs and reasonable attorneys' fees;
- H. For a trial by jury on all issues so triable; and,
- I. Allow Plaintiff and all Class Members such other and further relief as the Court deems just and proper.

Respectfully submitted, this the 20th day of May, 2025.

KILPATRICK TOWNSEND & STOCKTON LLP

/s/ Chad D. Hansen

Richard J. Keshian (N.C. Bar No. 10681)

Chad D. Hansen (N.C. Bar No. 32713)

Chase H. Stevens (N.C. Bar No. 55099)

1001 West Fourth Street

Winston-Salem, NC 27101

Telephone: (336) 607-7322

Facsimile: (336) 734-2645

rkeshian@kilpatricktownsend.com

chansen@kilpatricktownsend.com

chstevens@kilpatricktownsend.com

Counsel for Plaintiff

CERTIFICATE OF SERVICE

The undersigned hereby certifies that on this date I electronically filed the foregoing *Amended Class Action Complaint* with the Clerk of Court using the CM/ECF system which will send notification of such filing to all counsel of record.

Respectfully submitted, this the 20th day of May, 2025.

KILPATRICK TOWNSEND & STOCKTON LLP

/s/ Chad D. Hansen

Chad D. Hansen (N.C. Bar No. 32713)

1001 West Fourth Street

Winston-Salem, NC 27101

Telephone: (336) 607-7322

Facsimile: (336) 734-2645

chansen@kilpatricktownsend.com

EXHIBIT 1

EXHIBIT 1

1-19-21

Novant Forsyth (Liaisons)

3333 Silas Creek Parkway,
Winston-Salem, NC, 27103

AdaptHealth - Southeast

NPI 1255963021

4001 Piedmont Parkway,
High Point, NC 27265

PROOF OF DELIVERY 1 / 2

CONSIGNMENT ORDER

JERRY RAY

Billing Address:

**2615 REYNOLDA RD
WINSTON SALEM, NC 27106
336 - 813 - 3969**

Insurance:

Primary - Aetna - Medicare

Order Information:

Distribution Date is January 19, 2021

Delivery Address:

Closet Stock

**3333 Silas Creek Parkway, Winston-Salem, NC 27103
336 - 718 - 5000**

Delivery Note:

CLOSET (COVID+)

E Tank Cylinder

Quantity: 2, Start Date: 01/19/2021, Length of Need: 99 months

O2 Flow Regulator, Standard

Quantity: 2, Start Date: 01/19/2021, Length of Need: 99 months

Terms and Conditions

4-08-09 Called Melissa @ DR. HELMAN

"THIS DELIVERY TICKET/RENTAL AGREEMENT HAS BEEN COLLATERALLY ASSIGNED TO CIT FINANCE, LLC AND MCLARTY CAPITAL PARTNERS SBIC, L.P. AND THEIR SUCCESSORS AND ASSIGNS. THE FOREGOING SENTENCE SHALL CONSTITUTE NOTICE OF ASSIGNMENT PURSUANT TO SECTION 9-330(f) OF THE UNIFORM COMMERCIAL CODE. ANY SALE, TRANSFER, ASSIGNMENT, CONVEYANCE, PLEDGE, GRANT OF A SECURITY INTEREST IN, PURCHASE, OR OTHER DISPOSITION OF THIS INSTRUMENT TO, BY, OR IN FAVOR OF ANY PARTY OTHER THAN CIT FINANCE, LLC, OR MCLARTY CAPITAL PARTNERS SBIC, L.P, EACH AS AGENT, SHALL VIOLATE THE RIGHTS OF CIT FINANCE, LLC OR MCLARTY CAPITAL PARTNERS SBIC, L.P, AS AGENT."

My services are being provided by AdaptHealth - Southeast, herein referred to as "The Company".

MEDICARE SUPPLIER STANDARD STATEMENT: The products and/or services provided to you by The Company are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at <http://ecfr.gpoaccess.gov>. Upon request we will furnish you a written copy of the standards.

ASSIGNMENT OF BENEFITS: I confirm that the information provided by me in applying for payment under Title XVIII (Medicare) of the Social Security Act and any other named insurance is true and correct. I request payments under my medical insurance program be made to The Company on any unpaid bills for services furnished to me by The Company. I certify that the address indicated under "Billing Address" is my permanent address as defined by the Centers for Medicare and Medicaid (CMS).

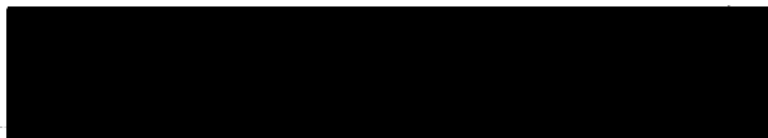


EXHIBIT 2

EXHIBIT 2

2-23-21

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Mar 15, 2021

Patient owes:

\$65.26

Date Mailed: Feb 23, 2021

Invoice 54874547

DATE	DESCRIPTION	AMOUNT
02/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$7.01
02/19/2021	OXY CONCENTRATOR 5 LPM	\$20.92
Total:		\$27.93

pe 3-01-21
CK 2461



Pay online at:
www.adapthealth.com/bill-pay/



Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.



Insurance on File

HMS AETNA MEDICARE



Billing Questions

(800) 543-0930

Monday 8:30 am EST
Friday 5:30 pm

Invoice Total
\$27.93



Previously Billed
\$37.33



Total Due
\$65.26

140421-MINV-1-52802-15481

EXHIBIT 3

EXHIBIT 3

3-11-21

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Payment Required Now

Mar 11, 2021

Pay online at:
www.adapthealth.com/bill-pay/

no Description?

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
53149058	01/19/2021	\$27.93
53149054	01/19/2021	\$9.40
Late Fee		\$15.00
TOTAL PAST DUE:		\$52.33

Responsible Party:
Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$27.93		\$52.33		\$0.00		\$80.26

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply

Billing Questions
(800) 543-0930

Monday 8:30 am EST
Friday 5:30 pm EST

Pay online at:

www.adapthealth.com/bill-pay/

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Pay now: **\$80.26**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 (primary) 53149058 53149054

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597



Per Doll 3-17-21 No Balance The \$15 is A Late Fee The check processing is running about 2 wks behind



JERRY RAY
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 053149058 000000005233 0311218

EXHIBIT 4

EXHIBIT 4

3-23-21 ~~3-29-21~~

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

pd
3-30-21
cv 2464

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Apr 12, 2021

Patient owes:

\$27.93

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am EST
Friday 5:30 pm

Date Mailed: Mar 23, 2021

Invoice 56754298

DATE	DESCRIPTION	AMOUNT
03/19/2021	OXY CONCENTRATOR 5 LPM	\$20.92
03/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$7.01
Total:		\$27.93

Invoice Total
\$27.93

+

Previously Billed
\$0.00

=

Total Due
\$27.93

RETURN BOTTOM PORTION

EXHIBIT 5

EXHIBIT 5

Do You Have to Pay?

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

adapthealth

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

May 12, 2021

Patient owes:

\$32.86

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

140421-MINV-1-52802-15934

Date Mailed: Apr 22, 2021

Invoice 53149054

DATE	DESCRIPTION	AMOUNT
01/19/2021	Fill Hose Coiled	\$4.93
Total:		\$4.93

Invoice 58607370

DATE	DESCRIPTION	AMOUNT
04/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$7.01
04/19/2021	OXY CONCENTRATOR 5 LPM	\$20.92
Total:		\$27.93

*4-30-2021
GRACE - Disconnect
Steve Disconnect
Pd 3/30/21
CK 2464
cleared
4-06-21*

Invoice Total
\$32.86

Previously Billed
\$0.00

Total Due
\$32.86

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted
VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: May 12, 2021		Patient owes: \$32.86
Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 53149054 58607370

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 6

EXHIBIT 6

5-20-21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Past Due**

May 20, 2021

Pay online at:
www.adapthealth.com/bill-pay/**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
53149054	01/19/2021	\$4.93
58607370	04/19/2021	\$27.93
TOTAL PAST DUE:		\$32.86

Account Number:
4018653Patient Name:
Jerry Ray

Responsible Party:

Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$0.00		\$32.86		\$0.00		\$32.86

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

If payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply
 Billing Questions
(800) 543-0930
Monday 8:30 am EST
Friday 5:30 pm EST

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L1-2-52802-32517

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Pay now: **\$32.86**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 53149054 58607370

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 058607370 000000003286 0520218

EXHIBIT 7

EXHIBIT 7

5-25-21

adapthealth

Do You Have to Pay?

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Jun 14, 2021

Patient owes:

\$60.79

Date Mailed: May 25, 2021

Invoice 60563167

DATE	DESCRIPTION	AMOUNT
05/19/2021	OXY CONCENTRATOR 5 LPM	\$20.92
05/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$7.01
Total:		\$27.93

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

Invoice Total
\$27.93

Previously Billed
\$32.86

Total Due
\$60.79

140421-MINV-1-52802-37942

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: **Jun 14, 2021**

Patient owes: **\$60.79**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 60563167

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 8

EXHIBIT 8

Jerry Ray
2615 Reynolda Rd
Winston Salem, NC 27106

May 26, 2021

Family Medical Supply
PO Box 825597
Philadelphia, PA 19182-5597

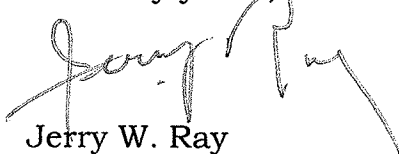
Re: Account # 4018653

It seems every month I get a bill from you for something different and for a *Date of Service* that I didn't use your product. For example: The enclosed most recent statement refers to your invoice #58607370 and the Date of Service as 4/19/2021, all your equipment was turned in on or about February 15, 2021.

On 3/01/21 I paid a statement (date mailed 3/32/2021) for \$27.93. Later I received a statement dated 3/11/2021 for \$80.26 with a **PAST DUE** amount of \$52.33. In a telephone conversation with your representative "Dolly" she told me that the \$15 was a late fee and that the check processing was "running about two weeks behind, that it looked like I didn't owe anything." On 3/23, 2021 I received another statement for \$27.93 and I paid that on March 30th. Then on 4/30/2021 I received another statement for the \$27.93 for services rendered on 4/19/2021 plus \$4.93 for coiling a hose on 1/19/2021. I called the Billing Questions number at (800) 543-0930 and spoke with Grace, when I attempted to explain what was going on, Grace hung up. I called back and spoke with Steve and Steve hung up. I didn't call back.

Last week I called my Medicare Provider, Aetna and they said that no claim had been made by Family Medical Supply. Why haven't you filed an insurance claim? This current bill of \$32.86 is nothing in the scheme of things and I'm not denying that I owe it but I am making a claim that if you're charging for services rendered after 2/15/2021 I don't owe it. What if the Family Medical Supply billed a million people for a mere \$32.86 they didn't owe and they paid it anyway just to avoid trouble? You need to provide me with a complete itemized statement for the services you rendered and when you rendered them.

Sincerely yours,



Jerry W. Ray

EXHIBIT 9

EXHIBIT 9

6/06/21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Payment Required Now**

Jun 08, 2021

Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry Ray**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
53149054	01/19/2021	\$4.93
58607370	04/19/2021	\$27.93
Late Fee		\$15.00
TOTAL PAST DUE:		\$47.86

Responsible Party:

Jerry Ray

Current
\$27.93Past Due
\$47.86Ready for Collections
\$0.00**TOTAL DUE**
\$75.79

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply

Billing Questions
(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

Pay online at:
www.adapthealth.com/bill-pay/

140421-PDS-1-L2-52802-24062

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA



AMERICAN EXPRESS

DISCOVER

Pay now: **\$75.79**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

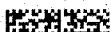
Account #: 4018653 Invoice(s): 53149054 58607370

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 058607370 000000004786 0608214

EXHIBIT 10

EXHIBIT 10

6-22-21

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

140421-MINV-1-52802-17532

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Jul 12, 2021

Patient owes:

\$88.72

Rec'd 7-6-21

Date Mailed: Jun 22, 2021

Invoice **63401026**

DATE	DESCRIPTION	AMOUNT
06/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$7.01
06/19/2021	OXY CONCENTRATOR 5 LPM	\$20.92
Total:		\$27.93

Invoice Total
\$27.93

Previously Billed
\$60.79

Total Due
\$88.72

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted
VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: **Jul 12, 2021**

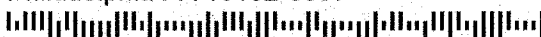
Patient owes: **\$88.72**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 63401026

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 063401026 000000002793 0622216

EXHIBIT 11

EXHIBIT 11

6-24-21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Seriously Past Due**

Jun 24, 2021

Rec'd 7-3-21

Pay online at:
www.adapthealth.com/bill-pay/**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
53149054	01/19/2021	\$4.93
58607370	04/19/2021	\$27.18
60563167	05/19/2021	\$27.18
Late Fee		\$15.00
TOTAL PAST DUE:		\$74.29

Account Number:

4018653

Patient Name:

Jerry Ray

Responsible Party:

Jerry Ray

Current

\$27.93

Past Due

\$74.29

Ready for Collections

\$0.00

TOTAL DUE

\$102.22

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 543-0930. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply

Billing Questions
(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST



Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L3-52802-1783

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA

Pay now: **\$102.22**

Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 53149054 58607370 60563167

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597



1 of 1

98 0040186538 060563167 000000007429 0624215

EXHIBIT 12

EXHIBIT 12

**Jerry Ray
835 Mill Works St.
Winston Salem, NC 27101**

July 6, 2021

Family Medical Supply
PO Box 825597
Philadelphia. PA 19182-5597

Re: Account Number 4018653

Dear Family Medical Supply:

Attached is a copy of my most recent statement from you showing charges from April and May which I don't owe.

On January 19, 2021 you brought one large tank and two small tanks to my home after a visit to the hospital. The week of February 15th 2021 you picked them up, the large tank and part of one of the small tanks had not been used.

On January 19, 2021 you billed \$27.93 on invoice 53149058, I paid that. On February 19, 2021, invoice 54874547, you billed \$27.93 again, I paid that. This current statement shows a charge of \$4.93 on invoice 53149054, which was shown on a statement dated April 22, 2021, I overlooked that charge, so enclosed is my check for \$4.93. It seems that the \$27.93 is a reoccurring charge every month for something but nothing I owe. If that isn't the case please notify me in writing and tell me what and why. I'll give you credit for this: Your billing system is all over the place. Also, I contacted my Medicare agent, Aetna and you have never billed a cent to Medicare. Don't!

Again, my check for \$4.93 is enclosed for Invoice 53149054, unless you can present an itemized statement for services rendered but not paid between January 19th 2021 and February 15th 2021, I consider this account paid in full.

Sincerely yours,

Jerry W. Ray

EXHIBIT 13

EXHIBIT 13

7-13-21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Final Demand**

Jul 13, 2021

Pay online at:
www.adapthealth.com/bill-pay/**Past Due Summary** *Recd. 7-15-21*

INVOICE #	DATE OF SERVICE	BALANCE
53149054	01/19/2021	\$4.93
58607370	04/19/2021	\$27.18
60563167	05/19/2021	\$27.18

Account Number:
4018653Patient Name:
Jerry Ray

Late Fee \$15.00

TOTAL PAST DUE: \$74.29

Responsible Party:

Jerry Ray

Current
\$27.93Past Due
\$74.29Ready for Collections
\$0.00

TOTAL DUE

\$102.22

Dear Jerry Ray,

We have not received payment for the balance shown. We must now make a decision to forward your account to an attorney or collection agency for resolution.

It is your responsibility to contact us within 10 days of this letter to prevent your account from being forwarded to an attorney or collection agency. To avoid further action please make payment in full immediately.

Sincerely,
Family Medical Supply**Billing Questions**
(800) 543-0930Monday 8:30 am EST
Friday 5:30 pm

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L4-2-52802-8243

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456

Cards Accepted

VISA



Card Number		Amount Enclosed
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)		Signature

Pay now: **\$102.22**

Account #: 4018653 Invoice(s): 53149054 58607370 60563167

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 060563167 000000007429 0713216

EXHIBIT 14

EXHIBIT 14

**Jerry Ray
835 Mill Works St.
Winston Salem, NC 27101**

July 20, 2021

Family Medical Supply
PO Box 825597
Philadelphia. PA 19182-5597

Re: Account Number 4018653

Dear Family Medical Supply:

As I have written to you before, I don't believe I owe you any money for charges past February 15th, 2021. As for the \$4.63 from January 19th on invoice # 53149054, that check cleared my bank yesterday, July 19th 2021.

As for contacting you, I've tried that and you hang up, I won't do that again. You may contact me at (336) 813-3969 or by letter with the name of a contact, otherwise I consider this account paid in full.

Sincerely yours,

Jerry W. Ray

EXHIBIT 15

EXHIBIT 15

7-21-21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Past Due**

Jul 29, 2021

Rec'd 8-02-21

Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry Ray**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
63401026	06/19/2021	\$27.18
TOTAL PAST DUE:		\$27.18

Responsible Party:

Jerry Ray

Current
\$0.00

+

Past Due
\$27.18

+

Ready for Collections
\$0.00

=

TOTAL DUE

\$27.18

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

Payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply
 **Billing Questions**
(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

 Pay online at:
www.adapthealth.com/bill-pay/

140421-PDS-1-L1-2-52802-39995

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456


Cards Accepted

VISA

Pay now: **\$27.18**

Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 63401026

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597
**JERRY RAY**
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 16

EXHIBIT 16

**Jerry Ray
2615 Reynolda Rd.
Winston Salem, NC 27106**

August 5, 2021

Family Medical Supply
PO Box 825597
Philadelphia. PA 19182-5597

Re: Invoice 63401026 dated 6/10/2021

Dear Family Medical Supply:

As in previous communication(s), you have not provided services for this account since February 16, 2021, please show proof where you provided services for this invoice and I'll be glad to send you a check, otherwise I don't owe you anything, my account is paid in full.

Sincerely yours,

Jerry W. Ray
Attached: July 29, 2021.

EXHIBIT 17

EXHIBIT 17

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597



Pay online at:
www.adapthealth.com/bill-pay/

*Prov # 2793
8-24-01
Clt 2473*

Payment Required Now

Aug 17, 2021

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
63401026	06/19/2021	\$27.18
Late Fee		\$15.00
TOTAL PAST DUE:		\$42.18

Account Number:
4018653

Patient Name:
Jerry Ray

Responsible Party:

Jerry Ray

Current
\$0.00



Past Due
\$42.18



Ready for Collections
\$0.00



TOTAL DUE
\$42.18

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply



Billing Questions
(800) 543-0930

Monday 8:30 am EST
Friday 5:30 pm



Pay online at:

www.adapthealth.com/bill-pay/

EXHIBIT 18

EXHIBIT 18

9-02-21

Rec'd 9-09-21

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Sep 22, 2021

Patient owes:

\$82.29

Date Mailed: Sep 02, 2021

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions
(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

140421-MINV-1-52802-41717

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Invoice 66473059

DATE	DESCRIPTION	AMOUNT
07/19/2021	OXY CONCENTRATOR 5 LPM	\$22.02
07/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$5.16
Total:		\$27.18

Invoice 69829319

DATE	DESCRIPTION	AMOUNT
08/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$7.01
08/19/2021	OXY CONCENTRATOR 5 LPM	\$20.92
Total:		\$27.93

Invoice Total
\$55.11

Previously Billed
\$27.18

Total Due
\$82.29

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: Sep 22, 2021

Patient owes: \$82.29

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

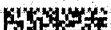
Account #: 4018653 Invoice(s): 66473059 69829319

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 069829319 000000005511 0902216

EXHIBIT 19

EXHIBIT 19

9-02-21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597

Recd. 9-07-21

Seriously Past Due

Sep 02, 2021



Pay online at:

www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
63401026	06/19/2021	\$27.18
Late Fee		\$15.00
TOTAL PAST DUE:		\$42.18

Responsible Party:

Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$55.11		\$42.18		\$0.00		\$97.29

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 543-0930. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply



Billing Questions
(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST



Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L3-52802-38607

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA



AMERICAN EXPRESS

DISCOVER

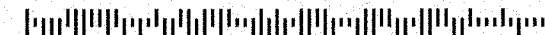
Pay now: **\$97.29**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 63401026

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 063401026 000000004218 0902215

EXHIBIT 20

EXHIBIT 20

9-21-21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry RayResponsible Party:
Jerry RayCurrent
\$55.11Past Due
\$42.18Ready for Collections
\$0.00TOTAL DUE
\$97.29**Final Demand**

Sep 21, 2021

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
63401026	06/19/2021	\$27.18
Late Fee		\$15.00
TOTAL PAST DUE:		\$42.18

Dear Jerry Ray,

We have not received payment for the balance shown. We must now make a decision to forward your account to an attorney or collection agency for resolution.

It is your responsibility to contact us within 10 days of this letter to prevent your account from being forwarded to an attorney or collection agency. To avoid further action please make payment in full immediately.

Sincerely,
Family Medical Supply**Billing Questions**
(800) 543-0930Monday 8:30 am EST
Friday 5:30 pm

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L4-2-52802-24654

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456Cards
Accepted

VISA

Card
NumberExpiration
DateAMERICAN
EXPRESS

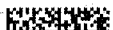
DISCOVER

Security
CodeName On
Card (print)Pay now: **\$97.29**Amount
EnclosedBilling
Zip Code

Signature

Account #: 4018653 Invoice(s): 63401026

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 063401026 000000004218 0921215

EXHIBIT 21

EXHIBIT 21

9-23/21

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Recd. 9-28-21

Do You
Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible
for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Oct 13, 2021

Patient owes:

\$112.63

Date Mailed: Sep 23, 2021

Invoice 73312981

DATE	DESCRIPTION	AMOUNT
09/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
09/19/2021	OXY CONCENTRATOR 5 LPM	\$22.02
Total:		\$30.34

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
ESTInvoice Total
\$30.34Previously Billed
\$82.29Total Due
\$112.63

140421-MINV-1-52802-3433

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456Cards
Accepted

VISA

MasterCard

AMERICAN
EXPRESS

DISCOVER

Late after: Oct 13, 2021

Patient owes: \$112.63

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 73312981

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597

JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 073312981 000000003034 0923218

EXHIBIT 22

EXHIBIT 22

Jerry Ray
835 Mill Works St.
Winston Salem, NC 27101

September 29, 2021

Family Medical Supply
PO Box 825597
Philadelphia, PA 19182-5597

Re: Account number 4018653

Dear Family Medical Supply:

Attached is a copy of your most recent billing for a September charge for \$30.94 indicating a "Homefill Compressor and Oxy Concentrator?" As I have said in other correspondence I do not have this equipment and do not owe you any money.

I had your equipment from January 20, 2021 until approximately February 16, 2021, less than a month. To date I have paid you \$98.65 which is for four month's service, I owe you nothing, in fact you owe me \$74.04. Please send your check to the above address.

Cordially yours,

Jerry W. Ray

EXHIBIT 33

EXHIBIT 33

10/07/21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Past Due**

Oct 07, 2021

Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry Ray**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
66473059	07/19/2021	\$27.18
69829319	08/19/2021	\$27.18

TOTAL PAST DUE: \$54.36

Responsible Party:

Jerry RayCurrent
\$30.34Past Due
\$54.36Ready for Collections
\$27.18**TOTAL DUE****\$111.88**

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

If payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply**Billing Questions**
(800) 543-0930Monday 8:30 am
Friday 5:30 pm
EST

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L1-2-52802-30877

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456Cards
Accepted**VISA**Pay now: **\$111.88**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 66473059 69829319

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 069829319 000000005436 1007215

Case 1:22-cv-00898-TDS-JGM Document 105-23 Filed 05/20/25 Page 2 of 2

EXHIBIT 24

EXHIBIT 24

10/20/21

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Recd 11-01-21

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Nov 09, 2021

Patient owes:

\$115.04

Date Mailed: Oct 20, 2021

Invoice 76725204

DATE	DESCRIPTION	AMOUNT
10/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
10/19/2021	OXY CONCENTRATOR 5 LPM	\$22.02
Total:		\$30.34

11:02 AM.
11-02-21 Adapthealth
Hold time 15 mins - Please I
for callback:
Joan called back at 11:21 AM
asked if I still had the eq. and
when it was picked up? "on
on before Feb 16." Put on hold
about 11:30. at 12:17 Joan said
they would send me a check for
\$7758 and notify a collection
agency that the account was settled
and to stop collection efforts

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- A claim has been submitted if your insurance information is on file. The balance is your responsibility.
- You are responsible for your 2021 deductible. Inform us immediately of insurance changes.
- If AutoPAY is ON, no action is required. Your default payment method will be charged on the due date. If AutoPAY is not enabled, please log in to the portal to enable it today.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

140421-MINV-1-52802-14927

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: Nov 09, 2021

Patient owes: \$115.04

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 76725204

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 25

EXHIBIT 25

10/25/21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Payment Required Now**

Oct 25, 2021

Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry Ray**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
66473059	07/19/2021	\$27.18
69829319	08/19/2021	\$27.18
73312981	09/19/2021	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$99.70

Responsible Party:

Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$30.34		\$99.70		\$0.00		\$130.04

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply**Billing Questions**
(800) 543-0930Monday 8:30 am
Friday 5:30 pm
EST

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L2-52802-23531

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Pay now: **\$130.04**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 66473059 69829319 73312981

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 073312981 000000009970 1025214

Case 1:22-cv-00898-TDS-JGM Document 105-25 Filed 05/20/25 Page 2 of 2

EXHIBIT 26

EXHIBIT 26

11/23/21

Do You Have to Pay?

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

adapthealth

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Dec 13, 2021

Patient owes:

\$30.34

Date Mailed: Nov 23, 2021

Invoice **80414369**

DATE	DESCRIPTION	AMOUNT
11/19/2021	OXY CONCENTRATOR 5 LPM	\$22.02
11/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If you have your insurance on file, a claim has been submitted and the balance on the invoice is your responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

Invoice Total
\$30.34

Previously Billed
\$0.00

Total Due
\$30.34

140421-MINV-1-52802-39739

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA

AMERICAN EXPRESS

DISCOVER

Late after: **Dec 13, 2021**

Patient owes: **\$30.34**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 80414369

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597

JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 27

EXHIBIT 27

12/21/21

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Past Due**

Dec 21, 2021

Rec'd 12-30-21Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry Ray**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
80414369	11/19/2021	\$30.34
TOTAL PAST DUE:		\$30.34

Responsible Party:

Jerry Ray

Current
\$2.69Past Due
\$30.34Ready for Collections
\$0.00**TOTAL DUE**
\$33.03

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

* payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply
 Billing Questions
(800) 543-0930
Monday 8:30 am
Friday 5:30 pm
EST

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L1-2-52802-42101

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456Cards
Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Pay now: **\$33.03**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 80414369

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 080414369 000000003034 1221216

Case 1:22-cv-00898-TDS-JGM Document 105-27 Filed 05/20/25 Page 2 of 2

EXHIBIT 28

EXHIBIT 28

12/22/21

Family Medical Supply

Rec'd 12-30-21

**Do You
Have to Pay?**

**adapthealth

PO Box 825597
Philadelphia PA 19182-5597

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible
for an annual deductible and your supplies may not be covered**Questions? Let us Help.**

☎ 855-389-4043 / ✉ patientfinancialservices@adapthealth.com

Pay online at: www.adapthealth.com/bill-pay/**Account Number:**

4018653

Patient Name:

Jerry Ray

Due by:

Jan 11, 2022

Patient owes:

\$63.37

Date Mailed: Dec 22, 2021



Pay online at:

www.adapthealth.com/bill-pay/**Important Messages**

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If you have your insurance on file, a claim has been submitted and the balance on the invoice is your responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

**Insurance on File**

HMS AETNA MEDICARE

**Billing Questions**

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST**Invoice 76725204**

DATE	DESCRIPTION	AMOUNT
10/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$2.69
Total:		\$2.69

Invoice 83758076

DATE	DESCRIPTION	AMOUNT
12/19/2021	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
12/19/2021	OXY CONCENTRATOR 5 LPM	\$22.02
Total:		\$30.34

Invoice Total
\$33.03Previously Billed
\$30.34Total Due
\$63.37

140421-MINV-1-52802-6452

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical SupplyPO Box 1259 Dept # 140418
Oaks, PA 19456Cards
Accepted

VISA

Late after: **Jan 11, 2022**Patient owes: **\$63.37**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 76725204 83758076

Mail Payment to:Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 083758076 000000003303 1222217

EXHIBIT 29

EXHIBIT 29

1/06/22

Family Medical SupplyPO Box 825597
Philadelphia PA 19182-5597**Payment Required Now**

Jan 06, 2022

Pay online at:
www.adapthealth.com/bill-pay/Account Number:
4018653Patient Name:
Jerry Ray**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
80414369	11/19/2021	\$27.18
Late Fee		\$15.00
TOTAL PAST DUE:		\$42.18

Responsible Party:

Jerry Ray

Current
\$33.03Past Due
\$42.18Ready for Collections
\$0.00**TOTAL DUE**
\$75.21

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
Family Medical Supply**Billing Questions**
(800) 543-0930Monday 8:30 am
Friday 5:30 pm
EST

Pay online at:

www.adapthealth.com/bill-pay/

140421-PDS-1-L2-52802-18998

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

Family Medical Supply
PO Box 1259 Dept # 140418
Oaks, PA 19456Cards
Accepted

VISA



DISCOVER

Pay now: **\$75.21**

Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 80414369

Mail Payment to:

Family Medical Supply
PO Box 825597
Philadelphia PA 19182-5597**JERRY RAY**2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

1 of 1

98 0040186538 080414369 000000004218 0106224

Case 1:22-cv-00898-TDS-JGM Document 105-29 Filed 05/20/25 Page 2 of 2

0008 029300

EXHIBIT 30

EXHIBIT 30

**Jerry Ray
835 Mill Works St.
Winston Salem, NC 27101**

January 18, 2022

Family Medical Supply
PO Box 1259 Dept. 140418
Oaks, PA 19456

Re: Acct # 4018653

Dear Family Medical Supply:

I have written and corresponded with you numerous times during the past year regarding this account, I do not owe you any money, you owe me \$77.58 and have not paid promptly as your representative "Joan" said she would in November 2021. Also during that conversation Joan said I was continuing to be billed in error and she would make notes that the account was settled, obviously that has not happened.

I won't contact you again regarding this, it's been a major aggravation to me not to mention the time I've spent writing letters and holding the phone. As for your threat to take "further collection activity," I wouldn't, you've done it twice and the debt has no validity. Right now these are your options:

Either send the check for \$77.58 and mark the account paid as you agreed or prepare to pay further costs, fees and damages as the court might find appropriate in the state of North Carolina. This has gone long enough.

Sincerely yours,

Jerry W. Ray.

Attached: Statement dated January 06, 2022

EXHIBIT 31

EXHIBIT 31

24
2/10/22

Do You Have to Pay?

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

adapthealth

Family Medical Supply

PO Box 825597
Philadelphia PA 19182-5597

Pay online at: www.adapthealth.com/bill-pay/

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Feb 10, 2022

Patient owes:

\$90.55

Date Mailed: Jan 21, 2022

Invoice 87392941

DATE	DESCRIPTION	AMOUNT
01/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
01/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Pay online at:
www.adapthealth.com/bill-pay/

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If you have your insurance on file, a claim has been submitted and the balance on the invoice is your responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday 8:30 am
Friday 5:30 pm
EST

140421-MINV-1-52802-7304

Payments not accepted at this address

Family Medical Supply

PO Box 1259 Dept # 140418

Oaks, PA 19456



PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: Feb 10, 2022		Patient owes: \$90.55
Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 87392941

Mail Payment to:

Family Medical Supply

PO Box 825597

Philadelphia PA 19182-5597



JERRY RAY

2615 REYNOLDA RD

WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 087392941 000000003034 0121224

EXHIBIT 32

EXHIBIT 32

1/24/22
AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Seriously Past Due

Jan 24, 2022

Pay online at:
<https://medbridge.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
76725204	10/19/2021	\$2.69
80414369	11/19/2021	\$27.18
83758076	12/19/2021	\$30.34

Late Fee \$15.00

TOTAL PAST DUE: \$75.21

Responsible Party:

Jerry Ray

Current
\$30.34

Past Due
\$75.21

Ready for Collections
\$0.00

TOTAL DUE

\$105.55

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 255-2321. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm

Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L3-82802-26436

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards
Accepted

VISA

AMERICAN EXPRESS

DISCOVER

Pay now: **\$105.55**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 76725204 80414369 83758076

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

0060 014122



1 of 1

98 0040186538 083758076 000000007521 0124221

EXHIBIT 33

EXHIBIT 33

2/09/22

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Final Demand

Feb 09, 2022

Pay online at:
<https://medbridge.hmebillpay.com/>

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
76725204	10/19/2021	\$2.69
80414369	11/19/2021	\$27.18
83758076	12/19/2021	\$27.18
Late Fee		\$15.00
TOTAL PAST DUE:		\$72.05

Account Number:
4018653

Patient Name:
Jerry Ray

Responsible Party:
Jerry Ray

Current
\$30.34



Past Due
\$72.05



Ready for Collections
\$0.00



TOTAL DUE

\$102.39

Dear Jerry Ray,

We have not received payment for the balance shown. We must now make a decision to forward your account to an attorney or collection agency for resolution.

It is your responsibility to contact us within 10 days of this letter to prevent your account from being forwarded to an attorney or collection agency. To avoid further action please make payment in full immediately.

Sincerely,
AdaptHealth

Billing Questions
(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm

Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L4-2-52802-12263

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Pay now: **\$102.39**

Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 76725204 80414369 83758076

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



1 of 1

98 0040186538 083758076 000000007205 0209223

EXHIBIT 34

EXHIBIT 34

3/14/22
2.122122

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://medbridge.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Mar 14, 2022

Patient owes:

\$117.73



Pay online at:

<https://medbridge.hmebillpay.com/>



Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If you have your insurance on file, a claim has been submitted and the balance on the invoice is your responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.



Insurance on File

HMS AETNA MEDICARE



Billing Questions

(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-16058

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards
Accepted

VISA

MasterCard

AMERICAN
EXPRESS

DISCOVER

Late after: **Mar 14, 2022**

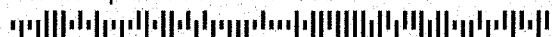
Patient owes: **\$117.73**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 91138584

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

0109 010129



1 of 1

98 0040186538 091138584 000000003034 0222229

EXHIBIT 35

EXHIBIT 35

2-25-22

AdaptHealthPO Box 825543
Philadelphia PA 19182-5543**Past Due**

Feb 25, 2022



Pay online at:

<https://medbridge.hmebillpay.com/>**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
87392941	01/19/2022	\$30.34
TOTAL PAST DUE:		\$30.34

Account Number:

4018653

Patient Name:

Jerry Ray

Responsible Party:

Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$30.34		\$30.34		\$0.00		\$60.68

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

If payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L1-2-52802-14220

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealthPO Box 1259 Dept # 140418
Oaks, PA 19456

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Card Number

Expiration Date

Name On Card (print)

Security Code

Pay now: **\$60.68**

Amount Enclosed

Billing Zip Code

Signature

Account #: 4018653 Invoice(s): 87392941

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543**JERRY RAY**2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

0099 004401



1 of 1

98 0040186538 087392941 000000003034 0225223

EXHIBIT 36

EXHIBIT 36

3-14-22

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Payment Required Now

Mar 14, 2022

 Pay online at:
<https://medbridge.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
87392941	01/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$45.34

Responsible Party:

Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$30.34		\$45.34		\$0.00		\$75.68

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 255-2321. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

 **Billing Questions**
(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm

 Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L2-52802-23680

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted



Pay now: \$75.68	
Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 87392941

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

0083 004188



1 of 1

98 0040186538 087392941 000000004534 0314228

Case 1:22-cv-00898-TDS-JGM Document 105-36 Filed 05/20/25 Page 2 of 2

EXHIBIT 37

EXHIBIT 37

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://medbridge.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Apr 10, 2022

Patient owes:

\$91.02

Date Mailed: Mar 21, 2022

Invoice 94784458

DATE	DESCRIPTION	AMOUNT
03/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
03/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34



Pay online at:

<https://medbridge.hmebillpay.com/>



Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If you have your insurance on file, a claim has been submitted and the balance on the invoice is your responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.



Insurance on File

HMS AETNA MEDICARE



Billing Questions

(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-15716

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards
Accepted:

VISA

AMERICAN
EXPRESS

DISCOVER

Late after: Apr 10, 2022

Patient owes: \$91.02

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 94784458

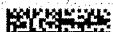
Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 094784458 000000003034 0321227

Case 1:22-cv-00898-TDS-JGM Document 105-37 Filed 05/20/25 Page 2 of 2

EXHIBIT 38

EXHIBIT 38

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Seriously Past Due

Mar 30, 2022



Pay online at:
<https://medbridge.hmebillpay.com/>

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
87392941	01/19/2022	\$30.34
91138584	02/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$75.68

Account Number:
4018653

Patient Name:
Jerry Ray

Responsible Party:

Jerry Ray

Current
\$30.34



Past Due
\$75.68



Ready for Collections
\$0.00



TOTAL DUE

\$106.02

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 255-2321. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 255-2321

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L3-52802-24957

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA**DISCOVER**Pay now: **\$106.02**

Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 87392941 91138584

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 39

EXHIBIT 39

Jerry Ray
835 Mill Works St.
Winston Salem, NC 27101

April 11, 2022

Mr. Dan Bunting,
Chief Operating Officer
AdaptHealth
220 West Germantown Pike #250
Plymouth Meeting, PA 19462

Re: Family Medical Supply

Dear Mr. Bunting:

I believe AdaptHealth now owns or manages the Family Medical Supply, perhaps you can help me. Last year I had COVID and was sent home on January 20th from the Forsyth Medical Center here in Winston Salem, NC, with an oxygen tank provided by the Family Medical Supply. The following month on February 10th my doctor requested the tank be picked up, they (Family Medical Supply) came that week, I believe Friday, February 12th. So I had it less than a month, twenty-four days to be exact.

On February 23rd, I got a bill for \$65.26, which I assume was my portion after Medicare, I paid it. On March 29th I got another bill for \$27.93, I paid that. I kept getting these monthly bills for \$27.93, which by then I had assumed was their monthly billing. Finally, on August 24th I thought, I'll write one last check for \$27.93 and indicate on my check "Account in Full" thinking this would be the end of it. It wasn't.

During this time I'm writing letters and calling the "800" number, and leaving messages. Only twice did I actually talk to a person, they never return a call, they never respond. Finally, I talked with "Joan" in November and told Joan that the Family Medical Supply actually owed me \$77.58 not the other way around. After talking to a supervisor I suppose, she indicated she would get right on that and would issue a refund check, she never did. And that's not all, I've been turned over to a collection agency three times, this last time for \$2.69, (see attached). In addition they've continued to bill and been paid by Aetna Medicare for services they didn't provide. That seems like Medicare fraud to me.

My concern is twofold and it's not about the money. First, a collection agency will eventually catch me asleep and damage my credit, then it becomes about the money, and my character. And second, what if I find myself in the hospital again needing oxygen and I'm refused service because I "haven't paid a bill." What happens then?

I hope you can look into this, perhaps they will respond to you. I've also enclosed a copy of my latest billing and my card, please feel free to contact me by email, call, or letter. Thanks for your time.

Sincerely yours,

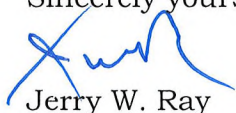

Jerry W. Ray

EXHIBIT 40

EXHIBIT 40

Do You Have to Pay?

adapthealth

ou Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://medbridge.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

May 11, 2022

Patient owes:

\$121.36

Pay online at:
<https://medbridge.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-10106

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



Invoice 98677290

Date Mailed: Apr 21, 2022

DATE	DESCRIPTION	AMOUNT
04/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
04/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Invoice Total
\$30.34



Previously Billed
\$91.02



Total Due
\$121.36

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: **May 11, 2022**

Patient owes: **\$121.36**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 98677290

Mail Payment to:

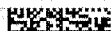
AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

Doc 046389



1 of 1

98 0040186538 098677290 00000003034 0421223

EXHIBIT 41

EXHIBIT 41

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Past Due

May 02, 2022



Pay online at:
<https://medbridge.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
94784458	03/19/2022	\$30.34
TOTAL PAST DUE:		\$30.34

Responsible Party:
Jerry Ray

Current \$30.34	+	Past Due \$30.34	+	Ready for Collections \$0.00	=	TOTAL DUE \$60.68
---------------------------	---	----------------------------	---	--	---	------------------------------

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

If payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L1-2-52802-43657

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards
Accepted

VISA**AMERICAN EXPRESS****DISCOVER**

Pay now: **\$60.68**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 94784458

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 094784458 000000003034 0502222

EXHIBIT 42

EXHIBIT 42

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Payment Required Now

May 18, 2022



Pay online at:
<https://medbridge.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
94784458	03/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$45.34

Responsible Party:

Jerry Ray

Current
\$30.34



Past Due
\$45.34



Ready for Collections
\$0.00



TOTAL DUE

\$75.68

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L2-62802-21323

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA**AMERICAN EXPRESS**Pay now: **\$75.68**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 94784458

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 094784458 000000004534 0518221

EXHIBIT 43

EXHIBIT 43

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Pay online at:
<https://medbridge.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-12992

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418

Oaks, PA 19456



AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://medbridge.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Jun 12, 2022

Patient owes:

\$91.02

Date Mailed: May 23, 2022

Invoice 102856975

DATE	DESCRIPTION	AMOUNT
05/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
05/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Invoice Total
\$30.34

Previously Billed
\$60.68

Total Due
\$91.02

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

AMERICAN EXPRESS

DISCOVER

Late after: **Jun 12, 2022**

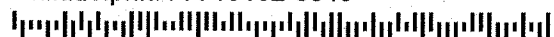
Patient owes: **\$91.02**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 102856975

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 102856975 000000003034 0523225

Case 1:22-cv-00898-TDS-JGM Document 105-43 Filed 05/20/25 Page 2 of 2

EXHIBIT 44

EXHIBIT 44

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Seriously Past Due

Jun 03, 2022



Pay online at:
<https://medbridge.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
94784458	03/19/2022	\$28.34
98677290	04/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$73.68

Responsible Party:

Jerry Ray

Current
\$30.34



Past Due
\$73.68



Ready for Collections
\$0.00



TOTAL DUE

\$104.02

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 543-0930. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L3-52802-15057

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456

Cards
AcceptedCard
NumberExpiration
DateName On
Card (print)Security
CodePay now: **\$104.02**Amount
EnclosedBilling
Zip Code

Signature

Account #: 4018653 Invoice(s): 94784458 98677290

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 098677290 000000007368 0603223

EXHIBIT 45

EXHIBIT 45

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Final Demand

Jun 20, 2022

Pay online at:
<https://medbridge.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
94784458	03/19/2022	\$28.34
98677290	04/19/2022	\$30.34
102856975	05/19/2022	\$30.34

Late Fee \$15.00

TOTAL PAST DUE: \$104.02

Responsible Party:

Jerry Ray

Current
\$0.00



Past Due
\$104.02



Ready for Collections
\$0.00



TOTAL DUE

\$104.02

Dear Jerry Ray,

We have not received payment for the balance shown. We must now make a decision to forward your account to an attorney or collection agency for resolution.

It is your responsibility to contact us within 10 days of this letter to prevent your account from being forwarded to an attorney or collection agency. To avoid further action please make payment in full immediately.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

Pay online at:

<https://medbridge.hmebillpay.com/>

140421-PDS-1-L4-2-52802-29466

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA



Pay now: **\$104.02**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 94784458 98677290 102856975

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 46

EXHIBIT 46

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://medbridge.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Jul 12, 2022

Patient owes:

\$117.36

Date Mailed: Jun 22, 2022

Invoice 106823279

DATE	DESCRIPTION	AMOUNT
06/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
06/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Pay online at:
<https://medbridge.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-6089

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

AMERICAN EXPRESS

DISCOVER

Late after: **Jul 12, 2022**

Patient owes: **\$117.36**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 106823279

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 106823279 000000003034 0622223

EXHIBIT 47

EXHIBIT 47

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Past Due

Jul 20, 2022

 Pay online at:
<https://familyms.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
106823279	06/19/2022	\$30.34
TOTAL PAST DUE:		\$30.34

Responsible Party:

Jerry Ray

Current
\$0.00



Past Due
\$30.34



Ready for Collections
\$0.00



TOTAL DUE
\$30.34

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

If payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

 **Billing Questions**
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

 Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L1-2-52802-14093

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA



DISCOVER

Pay now: **\$30.34**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 106823279

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 48

EXHIBIT 48

Do You Have to Pay?

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

adapthealth

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://familyms.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Aug 10, 2022

Patient owes:

\$60.68

Date Mailed: Jul 21, 2022

Invoice 110755259

DATE	DESCRIPTION	AMOUNT
07/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
07/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Pay online at:
<https://familyms.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-191

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards
Accepted

VISA

MasterCard

AMERICAN
EXPRESS

DISCOVER

Late after: **Aug 10, 2022**

Patient owes: **\$60.68**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 110755259

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

EXHIBIT 49

EXHIBIT 49

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Payment Required Now

Aug 05, 2022



Pay online at:
<https://familyms.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
106823279	06/19/2022	\$28.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$43.34

Responsible Party:

Jerry Ray

Current
\$30.34



Past Due
\$43.34



Ready for Collections
\$0.00



TOTAL DUE
\$73.68

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L2-52802-12610

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards
Accepted

VISA

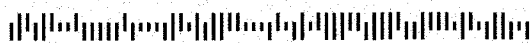
MasterCard

AMERICAN EXPRESS

DISCOVER

Pay now: \$73.68	
Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 106823279

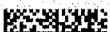


JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



1 of 1

98 0040186538 106823279 000000004334 0805229

EXHIBIT 50

EXHIBIT 50

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Seriously Past Due

Aug 22, 2022



Pay online at:

<https://familyms.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
106823279	06/19/2022	\$28.34
110755259	07/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$73.68

Responsible Party:

Jerry Ray

Current
\$0.00



Past Due
\$73.68



Ready for Collections
\$0.00



TOTAL DUE
\$73.68

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 543-0930. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L3-52802-23295

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA**AMERICAN EXPRESS****DISCOVER**Pay now: **\$73.68**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 106823279 110755259

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 110755259 000000007368 0822222

Case 1:22-cv-00898-TDS-JGM Document 105-50 Filed 05/20/25 Page 2 of 2

EXHIBIT 51

EXHIBIT 51

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://familyms.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Sep 12, 2022

Patient owes:

\$89.02

Date Mailed: Aug 23, 2022

Invoice **114967488**

DATE	DESCRIPTION	AMOUNT
08/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
08/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Pay online at:
<https://familyms.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-5212

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: **Sep 12, 2022**

Patient owes: **\$89.02**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

Account #: 4018653 Invoice(s): 114967488

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 114967488 000000003034 0823224

EXHIBIT 52

EXHIBIT 52

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Final Demand

Sep 07, 2022



Pay online at:

<https://familyms.hmebillpay.com/>**Past Due Summary**

INVOICE #	DATE OF SERVICE	BALANCE
106823279	06/19/2022	\$28.34
110755259	07/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$73.68

Account Number:

4018653

Patient Name:

Jerry Ray

Responsible Party:

Jerry Ray

Current
\$30.34Past Due
\$73.68Ready for Collections
\$0.00

TOTAL DUE

\$104.02

Dear Jerry Ray,

We have not received payment for the balance shown. We must now make a decision to forward your account to an attorney or collection agency for resolution.

It is your responsibility to contact us within 10 days of this letter to prevent your account from being forwarded to an attorney or collection agency. To avoid further action please make payment in full immediately.

Sincerely,
AdaptHealth

**Billing Questions**

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L4-2-52802-25213

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456

Cards
Accepted**VISA**

Card Number		Amount Enclosed
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)		Signature

Pay now: **\$104.02**

Account #: 4018653 Invoice(s): 106823279 110755259

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 110755259 000000007368 0907221

Case 1:22-cv-00898-TDS-JGM Document 105-52 Filed 05/20/25 Page 2 of 2

EXHIBIT 53

EXHIBIT 53

Do You Have to Pay?

**adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Pay online at: <https://familyms.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Oct 11, 2022

Patient owes:

\$117.36

Pay online at:
<https://familyms.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

Date Mailed: Sep 21, 2022

Invoice 119148227

DATE	DESCRIPTION	AMOUNT
09/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
09/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32
Total:		\$30.34

Invoice Total
\$30.34

Previously Billed
\$87.02

Total Due
\$117.36

140421-MINV-1-52802-2856

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Late after: Oct 11, 2022

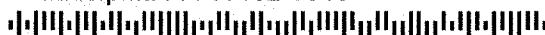
Patient owes: \$117.36

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Name On Card (print)	Signature
Security Code	

Account #: 4018653 Invoice(s): 119148227

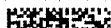
Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 119148227 000000003034 0921229

Case 1:22-cv-00898-TDS-JGM Document 105-53 Filed 05/20/25 Page 2 of 2

EXHIBIT 54

EXHIBIT 54

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Past Due

Sep 23, 2022



Pay online at:
<https://familyms.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
114967488	08/19/2022	\$30.34
TOTAL PAST DUE:		\$30.34

Responsible Party:

Jerry Ray

Current
\$30.34



Past Due
\$30.34



Ready for Collections
\$56.68



TOTAL DUE

\$117.36

Dear Jerry Ray,

This is a friendly reminder that the balance shown is now past due. Any insurance coverage that you have provided to us has been applied and the balance due is your responsibility. If there is a concern with the charges, please call us so we can assist you.

If payment is not received within 15 days, a service charge will be added to your bill.

If payment has already been made, please disregard this notice. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L1-2-52802-11617

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISAPay now: **\$117.36**

Card Number	Amount Enclosed	
Expiration Date	Security Code	Billing Zip Code
Name On Card (print)	Signature	

Account #: 4018653 Invoice(s): 114967488

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543



JERRY RAY
2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 114967488 000000003034 0923222

EXHIBIT 55

EXHIBIT 55

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Payment Required Now

Oct 10, 2022



Pay online at:
<https://familyms.hmebillpay.com/>

Account Number:
4018653

Patient Name:
Jerry Ray

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
114967488	08/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$45.34

Responsible Party:

Jerry Ray

Current	+	Past Due	+	Ready for Collections	=	TOTAL DUE
\$30.34		\$45.34		\$0.00		\$75.68

Dear Jerry Ray,

We still have not received payment for the balance shown. If you don't agree with the balance due, please contact us at (800) 543-0930. Otherwise please send your payment today.

To avoid further collection activity, please ensure that payment is received at the address below within 10 days of the date of this letter. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L2-52802-22279

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

Pay now: **\$75.68**

Card Number	Amount Enclosed
Expiration Date	Billing Zip Code
Security Code	Signature
Name On Card (print)	

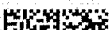
Account #: 4018653 Invoice(s): 114967488

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 114967488 000000004534 1010220

EXHIBIT 56

EXHIBIT 56

Do You Have to Pay?

adapthealth

You Might Have a Deductible.

Depending on your coverage plan, you may be responsible for an annual deductible and your supplies may not be covered

Questions? Let us Help.

855-389-4043 / patientfinancialservices@adapthealth.com

Pay online at:
<https://familyms.hmebillpay.com/>

Important Messages

- With a new year comes new deductibles. You are responsible for your deductible amount. Inform us of insurance changes immediately.
- If your insurance is on file, a claim has been submitted and the balance on the invoice is your ESTIMATED financial responsibility.
- If AutoPAY is enabled, no action is required. Your default payment method will be charged on the due date. IF AUTOPAY IS NOT ENABLED, PLEASE LOG IN AND ENABLE IT TODAY.

Insurance on File

HMS AETNA MEDICARE

Billing Questions

(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm

140421-MINV-1-52802-7746

Payments not accepted at this address

AdaptHealth

PO Box 1259 Dept # 140418

Oaks, PA 19456



AdaptHealth

PO Box 825543

Philadelphia PA 19182-5543

Pay online at: <https://familyms.hmebillpay.com/>

Account Number:

4018653

Patient Name:

Jerry Ray

Due by:

Nov 10, 2022

Patient owes:

\$91.02

Date Mailed: Oct 21, 2022

Invoice **123447418**

DATE	DESCRIPTION	AMOUNT
10/19/2022	OXY CONCENTRATOR 5 LPM	\$22.02
10/19/2022	HOMEFILL COMPRESSOR BILLING ONLY	\$8.32

Your balance has been impacted by a deductible.

Total: **\$30.34**

Invoice Total
\$30.34

Previously Billed
\$60.68

Total Due
\$91.02

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Cards Accepted
VISA

AMERICAN EXPRESS

DISCOVER

Late after: **Nov 10, 2022**

Patient owes: **\$91.02**

Card Number

Amount Enclosed

Expiration Date

Security Code

Billing Zip Code

Name On Card (print)

Signature

Account #: 4018653 Invoice(s): 123447418

Mail Payment to:

AdaptHealth

PO Box 825543

Philadelphia PA 19182-5543



JERRY RAY

2615 REYNOLDA RD

WINSTON SALEM NC 27106-3816



1 of 1

98 0040186538 123447418 000000003034 1021222

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EXHIBIT 57

EXHIBIT 57

AdaptHealth

PO Box 825543
Philadelphia PA 19182-5543

Seriously Past Due

Oct 26, 2022



Pay online at:
<https://familyms.hmebillpay.com/>

Past Due Summary

INVOICE #	DATE OF SERVICE	BALANCE
114967488	08/19/2022	\$30.34
119148227	09/19/2022	\$30.34
Late Fee		\$15.00
TOTAL PAST DUE:		\$75.68

Account Number:
4018653

Patient Name:
Jerry Ray

Responsible Party:

Jerry Ray

Current
\$30.34



Past Due
\$75.68



Ready for Collections
\$0.00



TOTAL DUE

\$106.02

Dear Jerry Ray,

Your account remains seriously delinquent. We have not received payment for the balance shown. If payment is not received within 10 days, we will review the account to determine whether to engage a collection agency or attorney to pursue this debt.

Please send payment immediately. If there is a concern with your account, please contact us at (800) 543-0930. Thank you for allowing us to be of service to you.

Sincerely,
AdaptHealth

Billing Questions
(800) 543-0930

Monday - Friday
8:30 am - 5:00 pm



Pay online at:

<https://familyms.hmebillpay.com/>

140421-PDS-1-L3-52802-24329

PLEASE DETACH HERE AND RETURN BOTTOM PORTION

Payments not accepted at this address

AdaptHealth
PO Box 1259 Dept # 140418
Oaks, PA 19456



Cards Accepted

VISA



Card Number

Expiration Date

Name On Card (print)

Security Code

Pay now: **\$106.02**

Amount Enclosed

Billing Zip Code

Signature

Account #: 4018653 Invoice(s): 114967488 119148227

Mail Payment to:

AdaptHealth
PO Box 825543
Philadelphia PA 19182-5543

**JERRY RAY**

2615 REYNOLDA RD
WINSTON SALEM NC 27106-3816