

Sabrina Head- 120 Day Review

- On May 6th we received a fax from Timothy Gates UM adjuster stating that medical records from Resurgens Ortho DOS 2/13/25 was missing. It also stated that in Resurgens Surgery Center records it was referenced that Mr. Gates was getting injections at Roswell Surgery Center but Sabrina submitted the Yellowsheet and gusset for demand writing to JEA without checking. CasePeer indicated that the client went to Roswell Surgery Center for injections but Sabrina did not check it. We have 15 days to
- On April 22, 2025 while preparing the pre-lit list for the meeting, I noticed that Valencia Hartley (4/22), Hannah Ivey (4/16), JJ Jenkins, and Timothy Gates (4/16) demands have been sent but she had not checked to see if they were delivered. Therefore, they were not calendared demand response with their respective attorney's.
- On Thursday, the 17th Sabrina received a offer via email (she was off that day). Only when Bobby asked her about the offer on Monday did she tell him she didn't have it without checking her email. She finally found the offer in her email and sent it to Bobby.
- On the 15th, I had to remind Sabrina to save the medical records, bills, fax pages and request to the file with only prevalent information.
- On the 16th Bobby caught Sabrina walking around with both headphones in and when she was at her desk. When he asked her a question, she could not hear him because both headphones were in.

On July 22, 2025 I walked into Sabrina's office to discuss Lauren Dangeau and she was on a facetime call. Not once did she tell her person she was on call with that she would have to call them back. She simply continued her conversation.

On July 23, 2025, Sabrina submitted Tammy Cobb's gusset for review. She told me that JEA wanted this gusset today. I reviewed the gusset and noticed that the medical records for Ribley Chiro only indicated four dates of service. When the bill reflects that client went to Chiro for over 20 visits with a \$10k bill. I brought it to her attention, she waived me off and said she would look at it later. About 15 minutes later she comes into my office with new records (that weren't previously there before) with highlighted dates of service. She tells me they were always there. I verify this new 16 page document with the records uploaded to CasePeer and they are completely different. I then ask her where she received these records because they are not in CasePeer. She says "oh theyre not?" She knew the records weren't there but didn't expect me to notice that she printed out completely new records

and tried to pass them off as what was already there. I then explained to her that these 16-page records are not in CasePeer and if she could upload them into CasePeer. These new records were uploaded into CasePeer at 1:24pm.

On July 23, 2025, I was updating the master client list and noticed that Jancarlo Arroyo status has been changed to demanded but no calendar invite has been sent to RDJ.

On July 30, I walked into Sabrina's office and she was in the midst of a FaceTime call with no head phones. When I went to ask her to check CasePeer to make sure I made the changes she requested correctly, it was like she was annoyed.

On August 4th, Sabrina handed me a file stating it is demand ready. I reviewed the file and there was a bill missing and some things to tweak on the yellow sheet. I brought it to her attention, and she said, "you messed up my files." I stated no I didn't and stated it back into it. I mentioned the confusion because bills were saved to the wrong files. Instead of taking ownership she made excuses.

Sabrina brings me back the yellow sheets and she refuses to make any changes on it. There are spelling errors on it and instead of fixing it all she does is complain about it.

On August 6, 2025 Farmers UM called and stated that Sabrina had sent them an LOR for Jonathan but within the body had Patricia's name in it.