Dermatology & MOHS Surgery
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Dear Valued Patient,

I am writing to share an important update regarding our status with Florida Blue Cross Blue Shield (Florida BCBS) Medicare Advantage plans. On May 30, 2025, we received a letter from Florida BCBS stating that Dr. Johnny Gurgen, DO would be removed from their Medicare Advantage HMO and PPO plan. This lack of transparency and advance notice is deeply troubling.

As you may know, Medicare Advantage (MA) plans are federally regulated and must follow strict rules under their contracts with CMS (Centers for Medicare & Medicaid Services). These rules include requirements for fair and transparent provider terminations and for maintaining adequate access to care. Despite sending certified formal letters requesting the reasoning behind our removal and asking to appeal the decision, Florida BCBS has not responded. As of now, our termination from both HMO and PPO Medicare Advantage plans is scheduled to take effect on August 30, 2025,

We believe this termination is not coincidental. We have reason to believe that with the recent legal matter involving The Villages Health System Fraud that this could be a cause of this issue going on. I am concerned that the outcome is a narrowing of options for dermatologic care for patients in our community.

Access to Care Concerns
Florida BCBS has suggested that you may seek care from other providers, but unfortunately, the alternatives they've provided are either geographically inaccessible or not equivalent in qualifications or services:

Dr. Melia Holt (Mt. Dora, FL) - Practices only one day per week, with next available appointments over 3 months away, and does not perform Mohs surgery.

Dr. Benjamin Witkof (Leesburg, FL) - Reported location is incorrect; he actually practices in West Palm Beach and Miami. Only a Physician Assistant is available locally. The only dermatologist available is via virtual appointments.

This creates a significant access gap in our region (Lake/Sumter County - Sumter County is a feral designated medically underserved area, HRSA ID 07097). The termination of our services violates CMS requirements that MA plans must maintain adequate, timely access to care.

At Dermatology & MOHS Surgery, we proudly offer comprehensive services unmatched in this area, including:

- Skin Cancer Screening & Diagnosis
- MOHS Surgery
- Superficial Radiotherapy Treatment
- Comprehensive Medical Dermatology
- Our team includes 1 Board Certified Physician that is dual certified in MOHS, 2 Certified Physician Assistants, and 2 Certified Nurse Practitioners.

How can you help?

If you feel your access to care is being unfairly limited, here are steps you can take to file a complaint:

1. Call CMS (Medicare) to file a complaint:
   1-800-MEDICARE (1-800-633-4227)
2. Contact the Florida Office of Insurance Regulation:1-877-693-5236
3. File Online: https://apps.fldfs.com/ESERVICE
   Email: consumer.services@myfloridacfo.com
4. Contact Florida Blue directly:
   a. Medicare Advantage (HMO & PPO): 1-800-926-6565
   b. General Customer Service: 1-800-352-2583
   c. Mailing Address:
      Florida Blue
      % Shawn Trotter-Mitchell
      4800 Deerwood Campus Parkway
      Jacksonville, Florida 32246

If you'd like to review our most recent appeal letter or additional documents related to this issue, we would be happy to provide them. In addition, these references will soon be released on our website at www.drgurgen.com .

We are incredibly grateful for your trust in us and will continue to advocate for your right to receive timely, high-quality dermatologic care. Please don't hesitate to contact our office with any questions.

Thank you in advance for your help and support.

Sincerely,

Dr. Johnny Gurgen, DO
Medical Director, Dermatology & MOHS Surgery
www.drgurgen.com