

Problems at Planned Parenthood

Information for Protecting Our Health

A background image showing several US dollar bills, including a prominent \$100 bill, with the text "Financial Ethics" overlaid in white.

Financial Ethics

Reviews Report



Prices

1) Unaffordable, So Care Was Denied



AZ Mesa. Google Accessed 04.24.21



Jennifer Macias
Local Guide · 47 reviews · 74 photos

★★★★★ 2 years ago

I'm highly disappointed that they say they're affordable. As someone who works full time and have no medical insurance I'd need to give up two days of pay in order to afford my appointment.



AZ Phoenix Central. Google Accessed 04.24.2



Monica Zamora
Local Guide · 46 reviews · 24 photos

★★★★★ 5 months ago

Rick was awful and had the worst customer service. He had an attitude with no compassion. I'm in pain because of the birth control implant that they placed and he wouldn't let me see the doctor. My health is at risk because of them and because of my inability to pay the full amount for a removal of the implant, I just have to be in pain. They offer no payment plans and no help. Don't go here!!



AZ Phoenix Desert Sky. Google Accessed 04.24.21



Crystal H.

5 reviews



★★★★★ 3 years ago

Refused me care because I have no income and couldn't pay \$125 upfront even though their website says they will not refuse you service based on your inability to pay. Wasted my time driving a half hour there and back home. I've never known PP to charge if you can't pay.



CA Los Angeles Hollywood. Google Accessed 06.07.21



Sierra Roper

1 review



★★★★★ 3 months ago

I usually don't write bad reviews but if I could give this place a 0/10 I would. First off, there are no signs to tell you where the Planned Parenthood is, You have to walk down a long dark sketchy alley to go up to the center. The front desk ladies were very sweet but I let them know from the jump that my insurance was out of state so my services probably wouldn't be covered. After them telling me my insurance wasn't covered I asked if there was a chance I could get a bill now and make a payment when I had the money. The front desk lady said that I could do a reimbursement and then went over the charges, I thought it was pretty clear that I wouldn't be able to pay out of pocket. I was then sent in a room with an MA named Jessica who was very sweet and then asked a series of personal questions, I then was taken to a bathroom that was very gross and told to leave my sample there. Once going to the waiting room I was then asked to pay \$292 UPFRONT. From the same person who said I could do the reimbursement. She was asking her lead if there were any payment plans and her lead was very nasty and didn't say anything and just shook her head no. So not only did I waste my time getting there but now they had to toss my sample out. It was very degrading being that I was very concerned for my health and now I'm being turned away because of my inability to pay! On Planned Parenthood its says "Our fees are based on your household income. We'll never turn you away from the care you need because of your inability to pay". That was a lie in my case. DO NOT WASTE YOUR TIME.



AZ Glendale. Yelp



Brylee D.

51 7 2



6/29/2020

It's impossible to get ahold of this office. The staff is nice but they don't really care about your well being. I wanted ANYONE to check my breast because I feel something I don't understand. I was told I'd have to pay a copay just for that. I couldn't afford it and was sent away. I just wanted to know if I needed to make another appointment but they were more concerned with their copay.

2) Pricing Was Different When the Patient Arrived For the Appointment Than What Was Communicated by Phone



AZ Flagstaff. Google Accessed 04.24.21.



Sasha Tillman

1 review

★ ★ ★ ★ ★ a year ago

The lady was very unprofessional. Did not care about me or my problems. I was told multiple times removing the NEXPLANON implant would be \$380 without insurance, but when I came to the appointment the lady said over a grand! That's insane. I drove an hour and a half for nothing. Very unhappy.



DE Wilmington. Google Accessed 04.15.21.



Grace Osmun

1 review

★★★★★ 5 years ago

I called to get a price for a pregnancy test without insurance. They told me on the phone it would be charged on a sliding scale between \$30-80. I made the appointment. When I got there they told me now it was going to be \$126. Then once I checked out it ended up being \$149.

Not only is the customer service terrible (and fraudulent) but they took their sweet time with an 11 am appointment. I was there until 12:15pm and the last 15 min was just waiting to pay the bill. Then once I paid and expressed my dissatisfaction with the pricing, the woman in the billing department laughed at me for being upset with the clearly false prices Planned Parenthood staff communicated to me.

I will never go here again. I do not recommend it. My bill stated that they charged me \$135 just for being a "new patient." [FYI I am not a new patient, I went in for pee test, nothing more nothing less, to satisfy a documentation requirement for an insurance application.] This \$135 charge is highway robbery.



CA North Highlands. Yelp



Josh R.

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★★★★★ 6/5/2019

I scheduled me an appointment, spoke with someone from the front office, was told that I could be seen for an initial fee of \$70.00!-\$80.00 dollars. Great! So I took time off work, went down for my visit to be told that it would be \$120.00 just to be seated in the back room to speak with the doctor, then any tests after that would be an additional charge and of course a charge for any medication. As I'm being told this I'm reading a sign that's posted right in front that states " No matter if you don't have medical insurance or not you will be seen. "

This place is a waste of time that's not honest and upfront on their pricing, thank you for wasting my time!

3) Price Was Different After Service Than What Was Cited Beforehand (Bait and Switch)



CA Los Angeles Hollywood. Google Accessed 06.07.21.



June Nam

3 reviews

★★★★★ 9 months ago

Came in for birth control, paid my copay and was told that I could get an STD test for free and that it was included in my copay. So even though I've been in a long-term relationship and didn't need one, I had one done because they said it was included. Next thing I know, I get a bill from Quest saying that I owe \$50 deductible for the lab tests done and I call PP, lady at payment center (Viola) says not to pay it. I get another bill again for the same thing, I try calling, no one picks up for hours. I try calling again multiple times when they are open and no one picks up! Now I have a Quest bill for \$50 that is past due that I should not have been charged! What am I supposed to do.. Pay the extra \$50?!



AK Anchorage. Google Accessed 04.14.21.



Eric Haggstrom

2 reviews

★★★★★ 4 years ago

I will never debate the important access and resources that Planned Parenthood offers to women. Indispensable. This review is not over that.

Planned Parenthood Anchorage are intentionally deceptive in the way they bill and take money from people who seek out their assistance. They are capable of slyly reducing the cost of services up front only to bill the individual months later for random fees and services.

Planned Parenthood, I am certain you would have been sued by now if the people you have exploited could afford to defend their own liberties in court.



CA San Diego Mira Mesa. Google Accessed 06.07.21.



casey day

73 reviews · 3 photos

★★★★★ 5 months ago

Their "financial assistance" is a joke. As a struggling single income household, scrambling to make ends meet through Covid, we still didn't qualify. They quoted us one price, then charged us \$65.00 more. They would rather hand out free abortions than help you get onto a birth control without emptying your bank account, or being honest about what they will charge you when you show up. So ashamed of this organization.



CA San Jose Blossom Hill. Google Accessed 06.07.21.



lina nelson

1 review



★ ★ ★ ★ ★ 2 months ago

Very unprofessional and they had a problem on their end at checkout where they couldn't get a hold of a third party that was closed to accept my insurance. At first she said 18\$ for a pregnancy test. At checkout they had issues and said it's \$44....I had to pay 44\$ for a pregnancy test y'all. I have to send my invoice to my insurance and idk how long that will take, but I didn't like my experience even when I was asking women's health questions I wasn't getting the best response and I couldn't see one medical assistants name tag either



CA Bakersfield. Yelp



Shay H.

Anaheim, CA

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★ ★ ★ ★ ★ 1/31/2020

They give you one price for services beforehand only to give a more expensive price AFTER you've already received the services and your stuck paying it. I'd recommend sticking another health care office if possible.

I only gave them two stars for the fact they do outreach and is inclusive to the LGBTQ population.

AZ Flagstaff. Yelp Lola B. 1/19/2021 Wish I could give this place no stars... I have only ever gone to planned parenthood for my reproductive health. I got a hormonal IUD here about 2 years ago and it caused me constant pain probably because of the poor insertion. Went back multiple times because of extreme pain with zero help. Finally went back today to just get it removed because of how unhelpful they were with everything. After being told they didn't take my insurance and i had to pay in full, i had no issue with it because of the pain i was experiencing. After removing it the lady at the front desk told me i had another \$120 to pay... Not sure why but she was extremely rude and should have realized i was in pain. This women should be fired as soon as possible before someone else has to go through this.	CA Pasadena. Yelp Megan L. 1/1/2020 Terrible check out experience. Staff was friendly, BUT...when I came in for my regular check up I was told and confirmed many times on base price of around \$110 plus additional testing fees amounting to around \$5-15 each add on test. During check out my total is \$350, and was told my income bracket says it's \$350...I confirmed many times with the person helping me about the base cost. I did the regular check up and 2 \$11 tests how is my cost \$350? The receptionist could have cared less and grabbed the paper out of my hands and demanded I paid, obviously I did, but I feel like they hoodwinked me. I rarely leave reviews like this, but our healthcare system especially at clinics like this are completely based on outdated and unrealistic income brackets.
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4) Company Pushed More Services or Appointments Than Were Needed (Upselling)

CA Riverside. Google Accessed 06.07.21.

Hudson Dunn

1 review

5 months ago

The people were rude and very insulting. They push extra fees and charges on you.



CA San Francisco. Google Accessed 06.04.21.



Gena Starkweather

10 reviews · 14 photos



★★★★★ 2 months ago

I am a long time supporter of planned parenthood I do not think they are the same as when I was younger. Either that or they have no idea what to do with anyone over 40. I paid \$ for my visit to support the organization even though I have no income. They did not get a good sample so had to repeat. Again not a good sample. They then wanted me to do a more expensive test. Even though I already paid for a test I never got results due to ineffect exam. Kissed my money goodbye and ran to another doctor. So sad a pap clinic can't even do a pap.



CA Riverside. Google Accessed 06.07.21.



Brittany Fowks

1 review



★★★★★ 3 years ago

If I could leave a zero star review I would. I just received my own insurance and needed to see a doctor to refill a prescription. Made an appointment and showed up on the day of. They told me I HAD to get blood taken to be able to refill my medication which I didn't see as necessary since I had been on it for 8 years with no complications. They charged me for blood work I didn't even want and took over a month to call me with results leaving me without my prescription for 2 weeks. They had no problem shrugging this off like it was no big deal. I then received a bill in the mail stating I owed even MORE money because they sent my test out to a specialty lab which they never told me they were going to do. Extremely dissatisfied. If you are expecting a professional medical office who cares about your well being this place is NOT FOR YOU! I'm normally not one to complain but this has been an ordeal and a half and I hope no one else has to deal with what I had to.



CA Anaheim. Google Accessed 06.07.21.



Michael Vega

14 reviews · 10 photos

★★★★★ 2 years ago

Would not say for refer any gender to go to this facility due to the fact of uneducated nurses and uneducated assistance. Symptoms of a failed practice or some type of illegal operation. If you make an appointment don't expect for any of your questions to be answered and don't expect to be seen for what you went in there for. They're only restroom in their whole facility has a sign that says out of service how is any of the employees let alone the doctors or nurses or assistance even using the restroom to wash their hands or to do anything. I would recommend for that this facility be closed down but beforehand have OSHA ring them a new one. For any women that want to go hear please note that the women that work hear are very rude and are only out to milk the cow for money. Also don't expect have anything done the first appointment expect for them to say they want you to come back again. There isn't no charge nurse there or if there is she doesn't care because there isn't a line of order from who's the Boss to who's the not the boss.. I could go on forever but be advised of how they treat here at this facility. Remember that these are only in my own recordings and experiences from the first time going there with my women. My own opinion is used it's your choice if you want to go there or not just saying be advised.



CA Palmdale. Yelp



Eliza T.

📷 29 📅 136 💬 20

★★★★★ 9/23/2020

Worst. They insist on doing a pregnancy test every visit even if you're in for something that has nothing to do with pregnancy; surely they wanna be able to bill and collect more money.

You call and explain your problem and they make you an appointment. You arrive and "we don't do that here", why did you have me make an appointment and come in then? I clearly described the situation.

They were, however, able to tell me I wasn't pregnant, which, duh, I was well aware of considering I was Niagara Falls-ing blood from my uterus.

... what exactly do you do here besides bill for unnecessary services??



CA Alhambra. Yelp



Vy H.

📷 0 📅 24

★★★★★ 4/22/2020

Front receptionists are pleasant.

Make an appointment to avoid any waiting time.

This location loves to upsell so don't fall for it. You go for one thing, then they suggest a bunch of other tests and stuff on you. DO NOT FALL FOR IT. It may be your insurance paying for it but that's inappropriate business practice!



CA Mountain View. Yelp



Paula A.

@ 203 3



1/16/2020

I fully support Planned Parenthood. But don't come here if you're at all atypical and need a Mirena.

What should have been a simple 40 min appt turned into a traumatic, plus 2 hour incredibly painful ordeal.

To start they ask for an insurance card, so they can see what you're approved for. 30 min into my visit, I'm told none of what I'm doing is covered, and it will be over 3K. After my shock and politely asking they check again, *Surprise* everything is covered. (This changes yet again later to a co-pay because of additional services).

I can hear the staffers in the hallway asking around to multiple other staffers if they have the medical device and talking about my visit. This continue throughout my visit as I'm left repeatedly, even when I'm undressed.

I'm upfront about my need for a removal and replacement of my current Mirena to help with my endometriosis and all it's complications. And why it's the only option I'm able to tolerate.

My medical professional spends our entire visit asking & asking if maybe there could be any other reason I could be suffering from endo symptoms again and that maybe I dont really want to remove/replace it.

I do all the extra services just to make her comfortable and prove that it's the endo/mirena and not anything else. This causes the visit to be even more expensive.

The Mirena removal goes smoothly and then to my horror she announces that she's not comfortable doing the replacement due to my atypicalness. So we stop and I get dressed.

She wants to go over -again- all my other options. I finally impress upon her that this is truly my only viable option but she's not comfortable doing it.

So, not only did I not get what I came for - I'm actually in worse health than when I came in, because now there is nothing to stop/mitigate my incredibly debilitating disease. I'm also in a great amount of pain from the procedures and left scrambling to try to find another provider.

If she wasn't comfortable doing an insertion in the first place - for whatever reason - she should have said so before she removed the existing one.

It turns out that my cousin had a very similar experience with the PP in San Jose in Oct 2019. She actually had to get a lesser effect implant in her arm.

5) The Price Was Felt to be Unreasonably High/Overcharging



AZ Tucson. Google Accessed 04.24.21.



stephanie Anonymous

4 reviews



2 weeks ago

NEW

Trouble pricing if you don't have much money and need birth control. 80.00 and they don't do discounts. Should have gone to a doctors office and applied for the discount price.



CA San Diego Kearny Mesa. Google Accessed 06.07.2



Lance Hodgson

1 review



★★★★★ 2 years ago

Staff was friendly. If you make any kind of mediocre wage or have insurance it will screw you. It cost me \$170 for a basic STD test.



CO Colorado Springs. Google Accessed 04.26.21.



Lexi Marie

11 reviews

★★★★★ 2 years ago

Overpriced. It shouldn't cost \$120 to have a doctor write a prescription for antibiotics.



CO Colorado Springs. Google Accessed 04.26.2



Anna Lisa

15 reviews



★★★★★ 3 years ago

Unprofessional and unkind people. These people price gouge their patients. Where do the funded dollars go people???



CO Colorado Springs. Google Accessed 04.26.21.



Leah L

6 reviews



★★★★★ 6 months ago

DO NOT GO HERE!!! They charged me \$130 for a 3 minute phone call for a prescription refill. Charged it as an office visit. Won't even work with me to change code so that my insurance will pay the bill. Horrible customer service from McKenzie. She kept talking over me and would not let me finish a sentence.



CA Escondido. Google Accessed 06.07.21.



Kenia Heartss

5 reviews



★★★★★ 3 years ago

Made an appointment and still had to wait 45 min to be attended, then the lady that attended me had horrible customer service, to top it off, i was charged \$70 for talking to the physician that only repeated what the nurse had already told me and she was only in the room for no more than 5 minutes! Horrible place!



CT Bridgeport. Google Accessed 04.27.21



Carolina Semeghini

7 reviews



★★★★★ 9 months ago

Please don't go to this place ! They're very unprofessional, I already had several problems there, starting from my appointment, the "problem on their system" that kept overcharging me, and the lack of information that they give to you. I'm definitely looking for another place. Not even to mention that they basically don't care about your health, they gave me a prescription that I should have never been prescribed, based on my family medical history.



CA San Jose Blossom Hill. Google Accessed 06.07.2



lina nelson

1 review



★★★★★ 2 months ago

Very unprofessional and they had a problem on their end at checkout where they couldn't get a hold of a third party that was closed to accept my insurance. At first she said 18\$ for a pregnancy test. At checkout they had issues and said it's \$44...I had to pay 44\$ for a pregnancy test y'all. I have to send my invoice to my insurance and idk how long that will take, but I didn't like my experience even when I was asking women's health questions I wasn't getting the best response and I couldn't see one medical assistants name tag either



AZ Flagstaff. Google Accessed 04.24.21.



Ingrid French

3 reviews



★★★★★ 2 years ago

They never sent my prescription to the pharmacy. I've been trying to get in contact with them for almost a month and I just get the run around. It's been a week since I was supposed to start a new birth control pack, and now I am at risk for pregnancy because it has been so difficult to get and I can't afford to pay for another visit elsewhere (it was almost \$100). I didn't get a hard copy of the prescription or a receipt for the payment of my visit. It was a waste of money and time and honestly very frustrating.



CO Denver Central. Google Accessed 04.26.21.



Matthew Mantell

Local Guide · 12 reviews · 24 photos



★★★★★ 3 years ago

Made an appointment here for a regular STD screening..at the time I had no health insurance..blonde receptionist told me the cost would be \$121. When I raised my eyebrows in surprise she very matter-of-factly told me that I wouldn't find anywhere else cheaper...I almost believed her too, but as I filled out my paperwork I decided to quickly Google other screening clinics...within minutes I found Denver Public Health...(I ended up going there and paying \$25....about \$100 cheaper)..When I told receptionist that I was going to go somewhere else cheaper she did not even acknowledge that she had just given me false information (lied.) I expect more honesty and transparency from a non-profit organization.



AZ Glendale. Google Accessed 04.24.21.



Rin C

Local Guide · 81 reviews · 31 photos



★★★★★ 3 years ago

****UPDATE**** They lost my prescription and never answered the phone for the pharmacy. Claimed the prescription went through but the pharmacy never recieved a fax. Horrible place. Really rude girl up front, her name is Monique (I think, just look for overdone eyeshadow). Avoid her and her condescending arrogance at all cost. Constantly had an attitude with me and practically yelled my business to the room. She kept talking over me and interrupting. Pathetic customer service, so disappointed, the only reason I came to this ghetto clinic was for a new bc prescription as my Drs office is booked for a month and a half. Wouldn't and will not recommend this office to anyone. \$66 for birth control consultation to relieve cramps is ridiculous, that includes insurance.



AZ Tucson. Google Accessed 04.24.21.



T Newlin

5 reviews · 17 photos



★★★★★ 2 years ago

I brought my 16 year old in for birth control and a doctor to explain STD's, and the usual abstaining from sex talk. I got a medical assistant who did the talking during the vitals, and a doctor who didn't even make it into the room. She opened the door and said "Do you have and questions?" My daughter asked if she would gain weight, and the doctor told her to drink lots of water then said we could check out at the front desk. I paid \$80 for a receptionist to explain how to start her birth control and an MA to take her vitals. No counseling, no medical exam, no explanation. Very disappointed. I hope they can take this review as constructive criticism, and take the time to talk to our youth about sex instead of dispensing birth control and condoms.

BTW I called to order birth control and couldn't get English option then the Spanish receptionist disconnected me after waiting for 15 min. Why is there no English option???



CA Burbank. Yelp



David R.

📷 0 🌟 2



5/12/2021

Horrible experience. I received a weird unknown caller from their office staff. I am not OK with the way she requested my personal information over the phone, but at the same time, she was unwilling to let me know where she was calling from.

Additionally, the fees for an office visit and testing are unreasonably high. You'd be better off going to an urgent care center at half the cost. My experience with them was totally unprofessional plus their jacked up prices.



AZ Tucson. Yelp



Candace N.

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12/9/2020

Don't waste your time. I went for in to seek counseling and information for a recent diagnosis. They wanted to charge me \$80, for that! Then when my insurance was having issues, I was told that because my appointment time had passed, they would have to reschedule. JUST TO TALK TO SOMEONE AND GET GUIDANCE AND HELP?!?! Maybe because it's Tucson, but while living in NYC, the PP resources where so much better and had a greater sense of kindness humanity.



CT Stamford. Yelp



Anne H.

👤 0 🌟 143 📝 1



6/11/2014

This place is the WORST! I made an appointment, but I still had to wait 2 1/2 hours after my appointment time to see the doctor. There were about a dozen walk-ins that they saw before me, but every time I asked why it was taking so long they told me there wasn't an exam room available. By the time I finally saw the doctor she spent about 2 minutes examining me & charged me \$250. I could have seen a real doctor and gotten real service for that price. This place is a joke.

Insurance

1) Insurance Was Not Used When Needed



NE Omaha. Google Accessed 04.22.21.



Nikhole Sherman

1 review

★★★★★ 3 months ago

Drove an hour just to be told they couldn't see me, because a Medicaid issue that was never mentioned before or the previous times I've been here. They lady at the front desk was also rude and made it seem like I was bothering her.



CA Concord. Google Accessed 06.07.21.



Kylie Mendenhall

2 reviews

★★★★★ 8 years ago

This is the absolute WORST center I have ever been to. They shredded my insurance card, and then tried to refuse my service for lack of insurance. They are completely incompetent of even a simple desk job. Not to mention the hour+ wait. Avoid this center at all cost.



CA Costa Mesa. Google Accessed 06.07.21.



Alex E

7 reviews · 4 photos

★★★★★ 3 years ago

My wife was told after the treatment that she has to pay in cash and she has no other option. They compel her to sign a cash agreement explaining that Planned Parenthood allegedly doesn't submit claims to insurance. Even though they are in network and patient may submit the claim by her own. My insurance was extremely surprised. We wasted a lot of time going back, filling and signing papers, submitting a claim. So I'm still struggling with the insurance in order to get reimbursement. Be aware.



CA Riverside. Google Accessed 06.07.21.



Amairami Ceja

Local Guide · 22 reviews · 5 photos



★★★★★ 2 months ago

I got out of my graveyard shift just to go to my appointment at Planned parenthood in the morning just to be told that they cant cover my insurance because my full name on my insurance is inaccurate (my first name is switched with my last name?) What does that even mean? they weren't being specific on exactly what the problem is they just told me to call my medical insurance, I never had this problem before. I was too exhausted to make it a big deal. You guys nit pit on the littlest things. I'm not even gonna bother. I'm just going to my local clinic



CA San Jose Blossom Hill. Google Accessed 06.07.21



lena nelson

1 review



★★★★★ 2 months ago

Very unprofessional and they had a problem on their end at checkout where they couldn't get a hold of a third party that was closed to accept my insurance. At first she said 18\$ for a pregnancy test. At checkout they had issues and said it's \$44...I had to pay 44\$ for a pregnancy test y'all. I have to send my invoice to my insurance and idk how long that will take, but I didn't like my experience even when I was asking women's health questions I wasn't getting the best response and I couldn't see one medical assistants name tag either



CA Bakersfield. Yelp



Patience C.

Bakersfield, CA

📷 99 📄 4

★★★★★ 12/1/2020

They put an implant in years ago and my medical insurance said I had to go back to them because they cannot find it so I make and schedule an appointment they take my insurance and everything down say I'm good to go I show up for my appointment and am told I must pay now because they don't use my insurance when the lady checked it and my health care provider called to let me know that it was covered this place sucks



AZ Tucson. Yelp



Candace N.

📍 13 ⭐ 28 📷 13



12/9/2020

Don't waste your time. I went for in to seek counseling and information for a recent diagnosis. They wanted to charge me \$80, for that! Then when my insurance was having issues, I was told that because my appointment time had passed, they would have to reschedule. JUST TO TALK TO SOMEONE AND GET GUIDANCE AND HELP?!?! Maybe because it's Tucson, but while living in NYC, the PP resources where so much better and had a greater sense of kindness humanity.



CT Stamford. Yelp



Anne H.

📍 0 ⭐ 143 📷 1



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CA North Highlands. Yelp



Hanna B.

📍 160 ⭐ 8 📝 4

⭐⭐⭐⭐ 12/13/2018

These people really suck. The physicians are great, but I have been in here twice now and both times the front desk people never really seem to know what the hell they are doing and it's very frustrating. I just went in today because I had an appointment to get my IUD looked at, as I was having some complications that concerned me. I had some issues with my insurance last time I was in, so I was sure to mention that when I came in, and then asked if I needed to help her clarify any information. She said that at my last visit I was told I needed to contact my insurance, and then asked if I did so. I said no, because no one told me I needed to contact my insurance at my last visit, and I shouldn't have to-you literally just have to bill the receipt to my insurance and then they take care of it from there. But after waiting 40 minutes, the lady told me that my Aetna insurance wasn't going to cover my visit, and that I would have to pay in full. They also said this about my last visit, when I got the IUD inserted, so I had to pay \$400 out of pocket because this place literally doesn't know how to bill insurance companies. The lady kept insisting that it wasn't them, it was my insurance, but that was proven to be false. I have contacted my insurance company and have already been told to submit reimbursement paperwork so that

I can get my money back, because they DO cover what I came in for the past two times I've been to this Planned Parenthood. So now I have to go out of my way and fill out extra paperwork just because the ladies at the front have no idea how to bill insurance. I was so frustrated that I couldn't afford to get the care I needed to get today because these people don't know how to do their job, that I walked out in a fluster and cried in anger in my car before driving home.

I have been to other Planned Parenthood's before and have literally never had this problem. They just took down my ID numbers for my primary and secondary insurance, and then sent the bill to them after my visit, and then my insurance would then bill me what was left over-Easy and simple. Don't know why it appeared to be an issue here.

On top of that the place is not well kept and looks trashy. If you scheduled an appointment with this Planned Parenthood I recommend trying somewhere else.

2) Insurance Was Used When Asked Not To

 AK Fairbanks. Yelp Christina C. @ 15 □ 7  12/8/2014 I have been coming here for years and in the last year (2012) service has become unbearable. Appointments run over 2 hours behind schedule daily and they don't even tell you when you check in - so be sure to be the first patient of the day. I received incorrect information over the phone. Had my pills billed incorrectly to insurance and waited over a week for them to call the pills in to another pharmacy and it never happened. Every time they mess up and there is a delay... They just say well you can have some free condoms until we get this sorted out. *sigh* terrible service with no sign of it improving.	 AK Anchorage. Yelp Alyssa D. @ 0 □ 7  2/7/2020 I've been to Planned Parenthood locations in New York and Oregon and have had great experiences. I've never felt so uncomfortable after a visit. I was able to complete my annual exam but unfortunately most of the staff was not friendly and seemingly impatient. My biggest gripe was that I told the woman who checked me out that I preferred to not have my insurance used because I am under my parent's insurance and her response was something along the lines of: well, that's what we have on file, so you're all set. I cried once I got back to my car -- I did not feel heard and I felt that I had no input in my care. I try not to leave poor reviews because we're all human and things happen. Unfortunately, I felt compelled to post this because of the impact it has had on me.
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3) Incompetent or Unknowledgeable about Insurance Matters,



CA Escondido. Google Accessed 06.07.21.



David Billow

Local Guide · 24 reviews · 1 photo

★★★★★ 5 years ago

this location doesn't understand how to process insurance claims, absolute nightmare.



AZ Phoenix Desert Sky. Google Accessed 04.24.21.



crystal ty

11 reviews

★★★★★ 2 years ago

If I can put no stars I would.they wouldn't even see me because they didn't take mercy care but I did have another insurance.i told them why not just bill my other insurance.all I needed was my shot. I thought they couldn't deny anyone.but they sure did deny me. Duck this place



CA Merced. Google Accessed 06.07.21.



Marc

1 review

★★★★★ 3 years ago

The medical staff is kind. It took the receptionist an hour to confirm my insurance, I called and confirmed in 4 minutes while she was still trying to confirm, and called me rude because I was upset that I waited an hour to be told my insurance wasnt active, when it was. When you do something literally everyday, you would expect they would be efficient at it.



CA Moreno Valley. Google Accessed 06.07.21



Fabby Mariscal (Fabby)

7 reviews



★★★★★ 2 years ago

Second time this happens to me...

Call center schedule you before your insurance will allow for reimbursement there for the staff ask for you to come back the says the insurance will actually cover the services how "professional"



CA Anaheim. Google Accessed 06.07.21



Lisa AndCynthia

1 review



★★★★★ 11 months ago

I called to see if they take my insurance and the women on the phone told me they do not so I went on the website and checked what insurance they do take and mine was on there. I then called my insurance to confirm if I am able to go to planned parenthood and what do you know I can. So I then called back to let the women know my insurance and their website said they do take my insurance and she was very rude in telling me otherwise. I talked to a customer representative and she was so helpful. I will now be going to the orange location.



CO Boulder. Google Accessed 04.26.21.



Kim Smith

5 reviews



★★★★★ 6 years ago

My original review was 3 stars, but I've had so many problems with them since I wrote the last review that I bumped it down to 2. I still love the services they provide and most of the people who work there, but they just presented me with a \$300 bill for an appointment I had TWO YEARS ago, and asked me to pay over the phone immediately. I'm very glad I didn't, and instead called their billing office - I don't have a balance at all. Considering all the problems I've had even getting them to refill my prescriptions and send the correct claims to my insurance company, I'm going to start looking for another clinic.



CA Roseville. Google Accessed 06.07.21.



Chloe Clevidence

1 review



★ ★ ★ ★ ★ a month ago

I went to planned parenthood for urgent care. They took my insurance card saying they accept my insurance and charged me a 5 dollar copay. I recently received an email from my insurance saying they in fact do not cover planned parenthood and my visit costs 937 dollars. As a minimum wage employee I do not have this money to spare and would not have agreed to be seen by them if I knew it would cost this much for an STD screening. When I went in to discuss this letter I received I was told to wait in the waiting area while they looked into it. I clearly heard an employee ask another employee "do you want to deal with this?" And she laughed and responded no. Then they called me up told me they had no info on the situation. It was extremely unprofessional and frustrating that they saw me in the first place without telling me how much the visit would cost and that they in fact do not accept my insurance, on top of being so unprofessional within ear shot about my situation. Being charged 937 for an STD screening is nothing to laugh about.



CA Eureka. Google Accessed 06.07.21.



Jacqueline Leskinen

18 reviews · 2 photos



★ ★ ★ ★ ★ 3 years ago

This place is spread too thin for the area it serves and has gone downhill in the last couple of years. If you are walking in, forget it; they will turn you away. Talk about a lack of empathy! I needed to see a Dr. for something simple, waited 45 minutes in line, only to be turned away. Make an appointment!

When booking an appointment, you don't talk to someone from this specific clinic but a person from an answering service. That in itself is incredibly impersonal. They don't care if you can't be seen same day, and are in pain (aka not enough pain to go to ER but not enough to ignore). They are not your neighbors.

When it came to insurance, the woman who fielded my call led me under the false impression that I was qualified for FamilyPACT, which would of covered my costs. I was absolutely wrong! The woman at the clinic said that I needed insurance, which is not helpful when your copay is high and you know what's wrong with you, and all you need is a piece of paper with the prescription.

In the past, these guys were bomb. What they stand for is important to me, but they need to work on empathy, line triage, and bedside manner.

 CA Mountain View. Yelp  Karan K.  1  75  5      11/21/2018 came here for a simple exam. This is truly as bad as it gets. We showed up 15 min early. It took them an extra hour and a half to get us in. After taking in, just sat around for almost 3 hours for someone to show up. The doctor is nearly clueless to what she is doing	 CA Compton. Yelp  Luz B.  0  6  1      8/7/2021 Horrible place, no help at all, I came in trying to buy a next day pill or plan B pill, and this girl at fist say it was 40 which ok I don't mind paying 40 bucks, then she came and said that they didn't had change when I brought up a 50\$ bill, why I don't know, probably she was bothered that I wanted to buy a plan b pill there, and not a pharmacy which it'll be ridiculous, I went there for a reason, if I needed an appointment to just buy a Plan b she could of said so, but she didn't she let me walk in and ask and bring money out, nomas para que no me la vendieran, es injusto.
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4.) Patient Told by Phone That Their Insurance Was Accepted, Told Otherwise When They Arrived for The Appointment



CA Moreno Valley. Google Accessed 06.07.21



Alex D
2 reviews






10 months ago

Drove 40 minutes out here to be told they did not take my insurance. I was on the phone that morning with someone who told me that they took my insurance.



CA Riverside. Google Accessed 06.07.21.



Angelica Bursey

1 review



★★★★★ 4 months ago

Awful experience. After being told over the phone that I had insurance that would cover the cost of birth control I was requesting, once in the office, I am told I do not have insurance after all. I thought planned parenthood was here for women with/ or with out insurance. I thought the point of planned parenthood was to provide help and assurance to all women, regardless of insurance. Basically, you could just go to any regular doctors office then, because Planned Parenthood is NOT here to help ALL women, only those who have the luxury of health insurance. So if you're someone with out health insurance, this is NOT the place to go. Because Planned Parenthood failed to help me and provide me with birth control, I am now pregnant. Once again, the system has f**ked over another woman. Thanks for absolutely nothing.



AZ Flagstaff. Yelp



Diana M.

📷 63 ⭐ 5 📝 4



1/29/2019

Not the first bad experience here.. I called to make an appointment and at this time asked if they accepted my insurance which they said they did. When I came into my appointment first of all, workers were rude and seemed like I was bothering them to ask for help. When I showed my insurance they said they don't accept it. A complete waste of time.

Employee Reviews

Financial Improprieties



TX Dallas. Indeed

2.0



Unorganized Billing Dept with no sense of direction

Sr. AR Coordinator (Current Employee) - [Dallas, TX](#) - January 14, 2014

The department was very unorganized, processes were not in place, no clear direction from management. Administration has very limited knowledge of AR or the Revenue Cycle.



MT Billings. Indeed

1.0



Fun place to work

Patient Account Specialist II (Former Employee) - [Billings, MT](#) - January 3, 2018

Hardest part of the job was being told to do things that were illegal and unethical in their business practices. Refuse, and that gets you unemployed!!! Loved working with my co-workers.

✓ Pros

Very good work family balance

✗ Cons

Legal and ethical issues



NY Buffalo. Indeed

2.0



If you care about patients, don't work for Planned Parenthood.

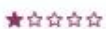
PATIENT SERVICE SPECIALIST (Former Employee) - [Buffalo, NY](#) - September 9, 2019

If you are willing to turn a blind eye to insurance fraud, health code violations, labor law violations, wage theft, and overhearing your colleagues shame young people for being sexually active or having more than one partner, PPCWNY is the place for you. Don't waste your time.



OK Oklahoma City. Indeed

1.0



Fraud

Clinic Assistant (Former Employee) - [OKC, OK](#) - April 14, 2017

Fraud fraud fraud and more insurance fraud. Half of the people that work at ppco are strung out. They dont give a hoot about employees just how to collect insurance money for services not done. If fact health center manager is a big pot head

✓ Pros

None

✗ Cons

Everything



NY Watertown. Indeed

3.0



Not a great place to work

Receptionist (Former Employee) - [Watertown, NY](#) - June 4, 2019



Indeed Featured review

The most useful review selected by Indeed

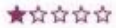
For a place that was aimed at disadvantaged women,they made sure all their female employees were underpaid and went years without raises. The Executive Director was finally fired when they found out she budgeted for raises and never gave them.



AZ Phoenix. Indeed

1.0

Fun place to work TERRIBLE management



Medical Assistant (Current Employee) - Phoenix, AZ - July 5, 2020

All my coworkers and patients make it worth the stay but the management sucks, multiple reports were made against my manager because of his unprofessional attitude. He has made many mistakes like giving the wrong medications to patients, over charging for services to use as "donations", wrong names of urine cups & taking time of time cards. All this was reported to HR by MULTIPLE people nothing has been done because he makes "numbers" also the have been very careless about COVID19. 3 people have tested positive and they haven't done anything about it. Also the most you can make as a medical assistant without doing abortion services is 16.50

✓ Pros

Coworkers, benefits

✗ Cons

Management, Hr, Pay



WA Seattle. Indeed

2.0

Great Culture, Profit is the Bottom Line

★★★★☆

Medical Biller I (Former Employee) - [Seattle, WA](#) - May 9, 2018

I worked in the billing department. My job was to insure that the claims were paid and that the money was collected. My job consisted going through and basically begging insurance companies to make sure that the whole claim got paid and keep resubmitting and resubmitting until we exhausted everything. I was required to submit appeals, do pre-verifications of insurance, and call insurance companies and stay on the phone for hours in regards to denied claims. I did WAY too much for what a medical biller should be doing and was Paid WAY too low for doing it. The hardest part of the job was the constant micromanagement. It seemed as if we were being called into the office every day because we were not collecting enough money. Are we not supposed to be a non-profit? why are we sending these patients who can't afford healthcare to collections? Why are we selectively using government funds when were supposed to be using them for more? In the end it was all about money, money, money which I had a hard time understanding because we were supposed to be a "non-profit" and serve all no matter what, not send them to collections. I mean our CEO made 400,000 a year. come on? why are we still sucking patients dry? Overall, the company had a GREAT inclusive culture. As an LGBTQIA+ individual, I felt very accepted at the organization and was very included in everything. What I did not like was the micromanagement and the constant pressure to collect. It was out of control and ridiculous. Also I was not allowed to ask co-workers questions, I could only ask supervisors questions. It was an insane process. Management said that they listed to employees and would change based on employees reviews. Well we gave it and nothing changed.... still hasn't. I would recommend the company, but not the revenue cycle or billing department unless you like being micromanaged and working like a sweatshop employee. - [less](#)

✓ Pros

inclusive culture, great benefits, fun co-workers

✗ Cons

micromanagement, profit bottom line, poor management and structure