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**From:** Laura Gonce  
**Sent:** Tuesday, March 08, 2016 8:17 PM DCBS  
**To:** FormAPacificSource INS \* DCBS Legacy  
**Subject:** Public Hearing

I am a customer of Pacific Source and told others that I have felt fairly treated by Pacific source and they are responsive with good customer service and rates. Maybe in part because you are able to be responsive. Legacy is the opposite. Their customer service is terrible. They are non-responsive and they are neglectful of their patients. I almost died under their care just because of profound neglect and indifference. Unfortunately large institutions like theirs are often impersonal and indifferent.

I am a cancer survivor and at the time I had to find cancer doctors I chose Providence where my overall experience was very positive. I trust these doctors and I felt supported in my recovery. The relationship of the patient to their doctor and other caretakers is an essential ingredient in healing.

I do not want to give up good medical providers who are a part of my ongoing care to return to a system that is not able to provide the same caliber and quality.

I feel betrayed by Pacific Source. This is a sad day. Is it going to be all about big business and trading on peoples lives?

Please do no got with Legacy. Your selling out.

Laura Gonce, LCSW

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