

From: [April Johnson](#)
To: [Blaney, Billy](#)
Subject: [External_Sender] Re: Island Heart Acknowledgement of Receipt of Amendment Request is attached (005) (00B) (003) (002).pdf
Date: Friday, June 04, 2021 12:06:36 PM
Importance: High

Good Morning,

Thank you for the opportunity to explain my request. Sadly, in 2018 Island heart care closed its location at 75-167 Hualalai Rd., Kailua Kona, HI 96740. The rural island community simply could not support the needed flow to continue nuclear medicine services. Only 3 days/month were being utilized due to lack of referrals. The nuclear medicine department closed after its last round of services which were in November 2018.

I believe the license had just been renewed prior to the closure. With the office dissolved there was not a watchful eye on the renewal of the nuclear medicine license. When the next license renewal notification was received I simply thought that if it was not renewed it would be terminated. The closure and termination process had not been brought to my attention by anyone and I did not know to examine it. So in my mind, island heart care chose not to renew the license causing a termination of the license and that was the end of the process. The nuclear medicine staff, including myself, moved on to other jobs.

However, the renewal fee was due because the termination process had not been completed or even started at that point. When a delinquency notice was received I called and notify the representative that we were not renewing because we no longer provided nuclear medicine services and did not require the license. I was informed that until the termination process was completed the balance of the fee was still due.

It was difficult to pull our team back together as it had been almost 2 years and people had moved on to other responsibilities, other islands, and radiation safety officer had moved to the mainland. Eventually, Jason from the NRC helped coach me through the process as well as the individuals that were required to complete the termination process. It has since been completed and terminated

.
But the the renewal fee and I believe delinquency fees have remained due and payable for the current renewal that is not in use and has not four years and since have been forwarded to profit recovery program. Currently, the balance is being collected from the few Medicare reimbursements island heart care generates.

The pandemic has created great financial strain on island heart care. Although it is a essential business and was deemed to remain open through the pandemic, patient enrollment proved extremely difficult. The only service provided is cardiac rehabilitation. And though people still had cardiac events through the pandemic that would typically warrant rehabilitation, patients opted to decline rehab in an effort to shelter ins space and socially distance as the rehab is administered in a group atmosphere.

As a result, island heart care was forced to close its doors for a period of two months, and lay off staff. Island heart care endured a severe financial injury with reduced income as much as 80%. Grants grants and loans as well as the little medical reimbursements received is what has helped keep the doors open and employees working.

Now, the NRC is absorbing the Medicare reimbursements, for a license for services that are not in use and closed , Those funds contribute to our rent and employees payroll. Without those funds, additional financial hardship is causing strain.

I respectfully request consideration to waive the NRC renewal fee due to the above circumstances, and immediately stop the profit recovery efforts applies to Island Heart Care's medicare reimbursements.

Sincerely,

April Johnson, Program Director
Island Heart Care

I am reviewing your exemption request from your annual fee. During my initial review, the only information that I have regarding your situation is the email below. Would you be able to provide more specific information as to the justification for meeting an exemption under [10 CFR 171.11](#)? You mention below that the Nuclear Medicine Program was discontinued 2 years ago and I would like to understand more behind this when processing your request for an exemption. Also, any specific information that you can provide regarding the additional expenses for an unnecessary license is causing significant financial burden in the midst of a pandemic. If you have any questions or would like to speak with me directly, please let me know what time would be good to reach you and I will reach out to you.

Thanks,
Billy Blaney
Budget Analyst
(301) 415-5092

From: Hill, Carol <Carol.Hill@nrc.gov>

Sent: Tuesday, June 01, 2021 9:16 AM

To: Blaney, Billy <William.Blaney@nrc.gov>; Herrera, Marisa <Marisa.Herrera@nrc.gov>

Subject: FW: Fwd: Island Heart Acknowledgement of Receipt of Amendment Request is attached (005) (00B) (003) (002).pdf

Importance: High

Good Morning,

This is the only email I have with an attachment/.

From: April Johnson <april@islandheartcare.com>

Sent: Saturday, May 15, 2021 3:37 PM

To: FeeBillingInquiries <FeeBillingInquiries.Resource@nrc.gov>

Cc: Hill, Carol <Carol.Hill@nrc.gov>

Subject: [External_Sender] Fwd: Island Heart Acknowledgement of Receipt of Amendment Request is attached (005) (00B) (003) (002).pdf

Importance: High

To whom it may concern;

I'm emailing regarding an outstanding balance. Last week, the debt balance was being recouped from the company's Medicare reimbursements. I believe approx. \$3000 has been recouped thus far.

I'd like to request that the recoupment cease ASAP. IHC has barley kept its doors open through the pandemic. Though it's an essential business, its services revolve solely around group healthcare which patients have avoided through the pandemic.

The Nuclear Medicine Program was discontinued 2 years ago. Unfortunately, we were unaware that when license came up for renewal there were documents/process to complete for the termination of license...and thus another lic fee was accrued for the most recent term. Recently, the termination process was completed. Below and attached is proof of this.

Please consider the following:

Stopping the recoupment efforts immediately

Waiving the most recent invoice/license fee given the circumstance that NO nuc med services have been provided for years, there has been no profit accrued from Nuc Med Services, additional expenses for an unnecessary license is causing significant financial burden in the midst of a pandemic.

Consideration is greatly appreciated.

Respectfully,

April Johnson, Program Director
Island Heart Care

Ornish Lifestyle Medicine Program & EECF Therapy
75-1027 Henry Street, Suite 110
Kailua Kona, HI 96740
Phone (808) 769-5225

Fax (808) 769-5099

Cardiovascular Services
James Ameika, MD FACS
75-167 Hualalai Road
Kailua Kona, Hi 96740
(808) 331-8494
(808) 331-8377

www.Islandheartcare.com

"Healing the Hearts of Hawaii"

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Begin forwarded message:

From: "Hill, Carol" <Carol.Hill@nrc.gov>
Subject: RE: Re: Island Heart Acknowledgement of Receipt of Amendment Request is attached (005) (00B) (003) (002).pdf
Date: May 3, 2021 at 11:39:10 AM HST
To: April Johnson <april@islandheartcare.com>
Cc: FeeBillingInquiries <FeeBillingInquiries.Resource@nrc.gov>

Hi,

You can send a message to this address:

FeeBillingInquiries.Resource@nrc.gov

I will find a phone number for you as well. I just can't put my hands on it at this moment.

FEES: I have attached the NRC Form 314 to this message for your convenience. Please reach out to Ms. Johnson below.

From: April Johnson <april@islandheartcare.com>
Sent: Monday, May 3, 2021 2:45 PM
To: Hill, Carol <Carol.Hill@nrc.gov>
Subject: [External_Sender] Re: Island Heart Acknowledgement of Receipt of Amendment Request is attached (005) (00B) (003) (002).pdf

Good Morning Carol,
Who can I speak with about the outstanding balance?

Sincerely,

April Johnson, Program Director
Island Heart Care

Ornish Lifestyle Medicine Program & EECF Therapy
75-1027 Henry Street, Suite 110
Kailua Kona, HI 96740
Phone (808) 769-5225
Fax (808) 769-5099

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On May 3, 2021, at 6:27 AM, Hill, Carol <Carol.Hill@nrc.gov> wrote:

Have a Great Day,

**Stay safe and remember
the best way to protect yourself
is to wash your hands often
and thoroughly.**

[<image001.jpg>](#)

Carol L. Hill, Licensing Assistant

**Direct: 817-200-1140
Toll Free: 1-800-952-9677**

Fax: 817-200-1083
E-mail: Carol.Hill@nrc.gov

US Nuclear Regulatory Commission
1600 E. Lamar Blvd.
Arlington, TX 76011-4511

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<NRC 314 Pages from Island Heart 21.pdf>