Recently, several statements have been released which contain inaccurate information. First and foremost, Conway Lakes is a Five-Star, Governor’s Gold Seal recipient, whose quality of care surpasses both state and national averages. With a strong commitment to serving the needs of seniors in the Orlando community, Conway Lakes has engaged specialists from the area to serve more clinically complex patients. We take compliance with all federal and state regulations very seriously. Conway Lakes has an extensive compliance program, which includes an anonymous hotline for patients, family members and employees to report any concerns. The whistleblower, Mr. Montes de Oca, a former employee who was dismissed for failing to show up to work, never reported any of his concerns, nor did he inform a supervisor of any of the claims. In addition, Mr. Montes de Oca lodged accusations against multiple individuals without any evidence.

Under the False Claims Act citizens can file a case under seal, requiring the government to investigate the allegations. Mr. Montes de Oca filed such a complaint over two years ago, and while Conway Lakes disputes the allegations made by Mr. Montes de Oca, it determined that it would be less disruptive to its business and its patients to negotiate a settlement with the government. Significantly, there was never any admission of fault on behalf of the defendants, including Conway Lakes, nor any determination of liability by the government. Most importantly, Mr. Montes de Oca never alleged, nor did the government’s two-year investigation find, any improper patient care or payment for improper care.

While we appreciate the government’s efforts to reduce waste in the Medicare system, the publishing of inaccurate information surrounding the whistleblower action takes away from the tremendous accomplishments of Conway Lakes’ employees. Conway Lakes employs a team that pursues and achieves excellence daily. Their outcomes and customer satisfaction is what has elevated Conway Lakes to be considered an elite facility in Orlando. Patients have a choice in their rehabilitation, and it is the quality of care provided by Conway Lakes’ employees, not an alleged “sham” medical agreement, that cause patients and their families to choose Conway Lakes.