

Appeal Letter Writing Tips

Be specific and include information listed below when applicable to your appeal situation:

- Summarize the reason for your appeal and request for a reversal of the denied claim.
- Provide details related to the attached documentation, provide page number and paragraph of specific information which helps to negate the reason for the denial.
 - Describe where the information is located that they need to see, paraphrase the doctor's documentation demonstrating your point and supporting your argument in the letter.
- Cite past successes with the treatment - cite recent medical articles which supports your argument and supports that services were rendered according to accepted standards of practice.
- When applicable, cite the patient's previous and failed treatments, leading to this treatment.
 - Include letters from consultations or other referral sources.
- Closing argument: Summarize the reason why insurance should change their mind and pay the claim.
 - Cite any time limits related to this appeal, that you have "X" days to appeal and this request is within the time limit.
 - Cite any time requirements for the payer to make a decision.
 - Cite the fact that interest will be due when a positive payment determination is made and that you expect to be paid the contracted rate (or allowed amount) plus interest according to your State Prompt Pay Law and Interest Rate.
 - Thank the reviewer for taking time to closely inspect the attachments and your request.
- Sign off "Respectfully" with your name and title, contact information.
- Provide a list of all attachments.
 - Include copies of:
 - the claim originally denied – indicate specific line items applicable to your argument if only some services were denied and other paid;
 - a copy of the RA or EOB stating the denial -redact other patient information from the copy being sent;
 - applicable copies of the patient's medical records; and
 - copies of any information referenced in your letter – label them as "exhibits" and be sure to label that information as "Exhibit A", "Exhibit B", etc.
- Indicate that a copy of this appeal letter has been sent to the patient (be sure to obtain provider approval, just send a copy of the letter and not all attachments unless requested by the patient).
- Indicate any other copies made of this appeal (to an attorney, Insurance Commissioner, etc.) when applicable.