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Date –

RE:
Oxford and United Healthcare
Illegal Payment Reduction Scheme Against Renew Physical Therapy

DOS
Claim #

Dear _____,

Your insurance company has recently sent us payment for services rendered to you. Unfortunately, the payment *did not fully cover the charges* billed and you will be responsible for paying the difference.

We are making an attempt to appeal this payment on your behalf, however, can not control what their response will be, and so there are no guarantees. We do feel this appeal will have good effect since it appears they have made an inappropriate decision and state/federal law may have been violated. **Their payment to us was far below what is called “usual, customary, and reasonable” (UCR) rates for this community.**

We have drafted a letter and will be sending it soon. We have provided a copy for your review.

We will notify you if and/or when they reply and we ask that you notify us if you hear anything as well. If this is not resolved within **14 days** the balance will be your responsibility and payment will be needed at that time.

We are sorry for this inconvenience to you. Please contact your insurance company or employer (if applicable) with any questions you may have. If there is anything else we can assist you with we'd be more than happy to help. Just let us know.

Sincerely,

David Ondrick
Renew Physical Therapy