

January 22, 2007
Sent Via Certified Mail

Attn: Director of Claims
Oxford Health Plans
Clinical Appeals Department
PO Box 7078
Bridgeport, CT 06601

RE: **Patient Name:**
 Policy Number:
 Date of Service:
 Claim #:

Dear Director of Claims,

Please find enclosed 2 recent EOB's we received from Oxford for Claim #[]. The first EOB contained a request from Oxford to send medical records, to which we respectfully replied that we charge \$35 for such requests.

Oxford then sent a second EOB stating that the claim had been denied because, ***“We had previously requested additional information that is necessary to process your claim. The information submitted does not comply with that request; therefore, your claim has been denied.”*** **Bold**

As you know, NYS law allows physical therapists to charge reasonable fees for processing requests for medical records. We respectfully requested a reasonable fee from you to supply medical records for Claim #[].

I have enclosed a copy of the NYS statute and you may also find the NYS Law on the web at http://www.health.state.ny.us/professionals/patients/patient_rights/docs/access_to_patient_information.htm

Your decision to disregard NYS law and deny our request for reasonable fees for medical records will cause undue financial burden on your member [], as we will be forced to bill her directly for professional services rendered at our facility.

We respectfully ask that **you either pay our claim** or submit the fee for your request of medical records. Once this fee is received, we will promptly supply you with the information you requested.

Sincerely,

David Ondrick
Director of Operations

CC – **[Patient Name]**
 NYS Insurance Commissioner Office