

Appeal Template

Educational Versus Restorative Services

[Date of Submission]

[Health Plan Name]

[Health Plan Address]

[City, State Zip]

Re: [Insert Patient Name and Date of Birth]

Member ID#: [Insert Member ID Number]

Member Name: [Insert Member Name if not Patient]

Group Name: [Insert Group Name]

Group ID#: [Insert Group Number]

Dear Claims Department:

I am writing in support of payment for speech-language pathology services for [insert patient's name], daughter of plan participant [insert parent's name], by [Health Plan]. [Health Plan] denied payment for this service because it is considered "educational and not restorative," according to the attached letter dated [insert date] from [Health Plan] summarizing its position. Medical history of the patient reveals that the child's speech impairment is due to illness. Speech-language pathology treatment is medically necessary to treat [insert patient's name] speech-language disorder according to [insert physician's name] (attached). [Insert physician's name] reports a history of recurrent otitis media with conductive hearing loss as the basis of [insert patient's name] speech-language impairment.

Determination of medical necessity must consider whether the service is essential and appropriate to the diagnosis and/or treatment of an illness or injury. Speech-language services are "essential and appropriate" in treating [insert patient's name] illness-related communication needs. Additional medical history also reveals extensive dental work beginning at a very young age. The American Academy of Pediatrics outlines the correlation between middle ear disease with hearing impairment and its effect on development of speech and language.

Speech-language pathology services are not educational in nature, but instead are a health-related service, in this case, provided for treatment of a medical condition. The services are recognized as health care services by the Centers for Medicare & Medicaid Services of the U.S. Department of Health and Human Services.

[Health Plan] notes that the speech-language pathology services are not "restorative" in nature. However, these services are restorative because speech function was lost due to illness, that is, middle ear disease. The requirement that one must first possess an ability and then lose it does not allow for the medically related therapy needs of infants and young children. It essentially

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excludes treatment for the youngest of your beneficiaries. I am requesting your reconsideration of coverage of speech-language treatment for [insert patient's name]. The services are for an illness related condition; they are a health care service; and are medically necessary.

Sincerely,

[Treating clinician's name]

[Practice Name]

[Address]

[City, State Zip]

[Phone Number]

[Email]

[NPI]

SAMPLE