

**[NON-COMPLIANCE OF PHYSICIAN TREATMENT PLAN
Template #1 and #2]**

Dear _____,

The purpose of this correspondence is to advise you that a recent review of your **[MEDICAL GROUP/IPA NAME]** records has determined you are out of compliance with my recommended treatment plan as your Primary Care Physician. [This is your second notification; you received the first notification of non-compliance on [insert date].]

[DESCRIBE NON-COMPLIANCE ISSUE (s). SPECIFY PHYSICIAN ORDERS AND DATES OF NON-COMPLIANT OCCURRENCE. Must give specific detail about the care ordered and the expectations of the PCP]

As your Primary Care Physician of **[MEDICAL GROUP/IPA NAME]** my primary concern is to accommodate your medical needs and deliver quality health care services. However, your non-compliant behavior is interfering with my ability to assess and respond to your health care needs in a complete and professional manner. **[MEDICAL GROUP/IPA NAME]** is requesting your cooperation in:

[DESCRIBE PCP / MEDICAL GROUP'S RECOMMENDATION AND THE GROUP'S CONTACT PERSON(S) NAME AND PHONE NUMBER.]

I would like to resolve this matter with you and so encourage you to contact me, your Primary care Physician, at [insert telephone #] by [insert date] to resolve this matter. Tufts Health Plan Medicare Preferred* has been notified of our concerns.

If you have any questions you may contact Tufts Health Plan Customer Services department at 1-800-701-9000 (TTY: 711). Representatives are available Monday – Friday, 8:00 a.m. - 8:00 p.m. (Representatives are available 7 days a week, 8:00 a.m. – 8:00 p.m. from October 1 – March 31). After hours and on holidays, please leave a message and a representative will return your call the next business day

[MEDICAL GROUP/IPA NAME] looks forward to your cooperation in this matter.

Sincerely,

cc: Tufts Health Plan Medicare Preferred Medical Director
Member File

* Tufts Medicare Preferred is a division of Tufts Health Plan

Tufts Health Plan is an HMO plan with a Medicare contract. Enrollment in Tufts Health Plan depends on contract renewal.