

Provider Lack of Information - Denial of Payment Template – Tufts Medicare Preferred HMO

[Date]

[PROVIDER NAME]

[PROVIDER ADDRESS]

[City, State, ZIP]

Re: Denial of Payment Notice

Member Name:

Member ID#:

Dear *[Dr./Provider Name]*:

Tufts Health Plan has decided to deny payment for charges related to services rendered to *[Member Name]* by *[Name of hospital]* *[and related physician payment, if applicable]* for *[his/her]* admission on *[state the date of admission]*. The basis for this denial is a lack of information on the part of your facility.

Tufts Health Plan requested clinical information on *[date]* concerning the admission of *[member name]* and did not receive the requested information. As a result, Tufts Health Plan was unable to conduct utilization review in accordance with the utilization management program.

Under the terms of your Health Services Agreement, Tufts Health Plan requires prompt cooperation with our utilization management program. One element of such cooperation is to timely furnish information necessary to conduct utilization review. Such cooperation is a condition of payment.

Please note that the member may not be billed for these services under the terms of your Tufts Health Plan Provider Health Services Agreement.

Provider Payment Dispute Information

If you wish to submit a provider payment dispute related to the above hospital payment ***[and related physician payment, if applicable]*** decision, send communication to the following address:

TUFTS HEALTH PLAN
Provider Payment Disputes
P.O. BOX 9162
Watertown, MA 02471-9162

Your request must be accompanied by the following:

- A copy of this letter and/or the claim(s) in question, and all necessary clinical information
- Any documentation that refutes our conclusion that this information was not provided

If you have any questions about the provider payment dispute process, you may contact Provider Services at 800.279.9022.

Respectfully,

[Name]

[Title]

cc: **[MD or Facility]**

Tufts Health Plan Case Management Department