



<today's date>

<Home account first name> <Home account Last Name>

<Home account address line 1> <Home account address line 2>

<Home account city>, <Home account state> <Home account zip>

Dear <Home account first name>,

Your insurance company, <Response Prompt [name of insurance]>, has withheld payment for services provided for <Response Prompt [name of patient]> on <Response Prompt [date of service]>. The claim has been processed as personal responsibility, but can be fixed by calling <Response Prompt [name of insurance]> and updating your coordination of benefits. Normally this is done by contacting your insurance company's other party liability department.

Once you have called and verified your information, they should reprocess the claim and you should see an updated explanation of benefits from your insurance company. This can sometimes take up to 30 days to see a correction. We've enclosed a statement and EOB for your convenience. Please let us know if you have any questions.

Sincerely,

Billing Manager  
PCC Pediatrics