

## Sample Letter to Patient's Employer – HR Department

Human Resource Department  
Patient's employer company  
Address  
City, state, Zip

Date

Enclosed please find documentation of our communication with (Insurance Company) on behalf of our patient and your employee, (Patient's Name). As it is our understanding that a pre-authorization with the insurance company is recommended for any treatment over \$400.00, we have requested such preauthorization.

(Insurance Company) denied this request because we are a denturist office. Denturists are considered a legitimate and legal provider of prosthetic dental services in Oregon and are therefore eligible to provide and entitled to be reimbursed for services provided to your Oregon employees.

For your information, (Patient's Name) has filed a complaint with both the State Of Oregon Consumer & Business Services - Insurance Division and the (State of employer) Insurance Department.

We would appreciate your help in resolving this matter with (Insurance Company), your dental health insurance administrator. Please call our office with any questions or comments regarding this dental policy.

Thank you in advance for your attention in this matter.

Sincerely,

Enclosures

Insurance letter of denial  
Denturist response to insurance company

CC: State Of Oregon Insurance Division  
Employers Home State Insurance Commissioner (if out of Oregon)  
Patients Insurance Company  
Patient  
Denturist Patient File  
Oregon State Denturist Association