

Correspondence from Medicare:

The Centers from Medicare and Medicaid Services, (CMS) copies the patient in on all correspondence regarding any services that it has denied.

If you have received a copy of such correspondence and have any questions, please contact the facility that you had received the services at.

Please ask for the patient financial services department or the patient advocate department. It would be helpful if you have the letter in front of you when you make the call.

The facility's staff will be able to assist you with any questions that you may have.

Please note that the facility may choose to appeal the decision made by CMS regarding any denied services. It is CMS's standard practice to copy the patient on all correspondences related to denials and appeals.