

UnitedHealthCare Services, Inc.
UnitedHealthcare
P.O. Box 740805
Atlanta, GA 30374-0805



Claim Information

Patient: [REDACTED]
Patient Acct #: [REDACTED]
Date of Service: [REDACTED]
Provider: [REDACTED]
[REDACTED]
Claim ID: [REDACTED]
Claim #: [REDACTED]
Member: [REDACTED]
MemberID: [REDACTED]
Group: [REDACTED]
Group #: [REDACTED]
Letter ID: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

October 11, 2020

Dear [REDACTED]

We received the above claim for [REDACTED]. Before we can process this claim, we need more information. Please send all of the treatment records for every date of service on the claim. These records should include but may not be limited to the first date of service referenced above. We frequently request treatment records as part of our routine claims processing to help us determine eligible expenses under the patient's health benefit plan.

Please provide the following information:

- A copy of this letter
- The patient's treatment records, including but not limited to, copies of:
 - History and physical
 - Presenting symptoms and complaints
 - Findings on examination
 - Lab test results
 - X-rays
 - Consultation reports
 - Daily progress notes
 - Medication records relative to the treatment
 - Durable medical equipment records that include copies of the physician orders that list the referring physician's name, the invoice and the delivery statement showing the date of receipt
 - Any other information that's not listed but part of the patient's treatment records

Do not send a new claim or Request for Reconsideration.
If necessary, please provide an interpretation of these records in English.

Please mail the treatment records with a copy of this letter to:

UnitedHealthcare
P.O. Box 740805
Atlanta, GA 30374-0805

Thank you in advance for providing this information. The claim is on hold. It's important that we hear back from you in 90 days or we may not be able to process the claim. When you send us the information we need, we'll process the claim and notify you of our decision.





[Redacted text]

[Redacted text]

12/16/2020

To Whom It Concerns:

This patient is under my care for chronic lymphedema Lymphedema not otherwise classified - I 89.0 that causes severe swelling, pain and loss of mobility in the extremities. Lymphedema is a serious disease that occurs from damage to an internal body organ, the lymphatic system. In the case of [Redacted] it appears he has late onset congenital lymphedema. The function of lymphatic system is fluid regulation and cell mediated immunity, In the case of [Redacted] the lymphatic system is non-functioning in the left lower extremity leading to non-functioning fluid regulation and immunity in that area that has to be replaced by the medical compression device or garment, the standard treatment for lymphedema. Lymphedema is different from "edema" that many people have that is a relatively benign condition. Lymphedema occurs from a non-functioning lymphatic system and has solid and liquid phase components that lead to deformation of body parts, thickened skin, susceptibility to serious infection and impaired mobility, strength and range of motion of the affected part. The condition, when left untreated, can become disabling. I have referred [Redacted] for the evidence-based and medically approved treatment of lymphedema, Complete Decongestive Therapy (CDT) from a Certified Lymphedema Therapist for Phase I CDT. He has now been referred for Phase II, the second phase of Complete Decongestive Therapy, which is medically prescribed compression garments.

I specialize in the treatment of lymphedema. I have worked in this field for 11 years. I have specialized training in lymphedema from the Klose Training Institute and achieved the degree of Certified Lymphedema Therapist.

The treatment for lymphedema is officially known as Complete Decongestive Therapy (CDT). As is extensively documented in the medical literature, CDT includes a multi-modal treatment program. One of the essential treatment modalities is the application of compression garments/bandages/devices. Medically prescribed compression is required in order to maintain the reduction of lymphedema achieved with Manual Lymph Drainage (MLD). MLD, one of the components of CDT, is performed during the clinical treatment phase (Phase I) and as a component of self-care in the home treatment phase (Phase II). After the initial intensive Phase I program, patients must wear compression garments (lymphatic prosthetic devices) daily and

compression bandages or non-elastic compression garments or devices nightly on the affected limbs (Phase II CDT). I have instructed this patient that it is medically necessary not to remove compression from the affected area for any extended period of time or he may suffer serious consequences.

Compression bandages, compression devices and compression garments are an integral part of the treatment for lymphedema. Unless this patient's coverage policy excludes treatment of Lymphedema, he must be provided all parts of the CDT treatment. Compression garments, devices and bandages are particularly important during the self-treatment phase following clinical treatment and as I mentioned, serve as prosthetic devices for an non-functioning body internal organ, the lymphatic system.

The Social Security Act requires coverage of prosthetics and under the legal definition of a prosthetic, the compression garment for lymphedema is a prosthetic: Social Security Act, Title XVIII, Section 1861(s): Medical and Other Health Services (s) The term "medical and other health services" means any of the following items or services: (5) surgical dressings, and splints, casts, and other devices used for reduction of fractures and dislocations; (6) durable medical equipment; (8) prosthetic devices (other than dental) which replace all or part of an internal body organ (including colostomy bags and supplies directly related to colostomy care), including replacement of such devices... (9) leg, arm, back, and neck braces, and artificial legs, arms, and eyes, including replacements if required because of a change in the patient's physical condition;

As cited in the medical literature, if left untreated, lymphedema may result in several severe consequences, including fibrosis, joint immobility, and life-threatening infections that may require repeated hospitalizations for intensive intravenous antibiotic therapy.

Failure to provide [REDACTED] with proper treatment, including compression garments, devices and bandages, predisposes him to these serious consequences. I am requesting that you provide [REDACTED] with the required compression garments as I personally prescribed, to treat the the damaged lymphatic system that has led to the disease of lymphedema. In addition, I would like to emphasize that coverage of necessary compression bandages and garments must be ongoing. The condition is incurable and requires treatment for life. Garments are worn during waking hours and bandages or non-elastic compression devices at night in order to maintain the function of the affected parts. Due to this frequent wear and necessary laundering, garments and bandages have a limited life span. Therefore, each patient must have two sets of bandages and/or garments at all times, both of which must be replaced every six months. Night garments typically are replaced every 1-2 years.

Thank you for your prompt attention to this request.
Sincerely,

[REDACTED].....12/18/2020 1:25 PM

Electronically signed
Physical Medicine and Rehabilitation

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]