Dependent Name

Dependent Address 1

Dependent Address 2

Dependent Address 3

(xxx) yyy-zzzz

July 27, 2014,

This is another round of reimbursement requests for Medicare on behalf of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. This set of documents has been sent certified mail.

**Grounds for reimbursement**

1. <Dependent name> lives in <County>, <State>, which is a qualified Health Professional Shortage Area, and she has been receiving treatment by phone from a clinical psychologist in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which she has a long, established relationship with.
2. Her provider refuses to accept Medicare. (See Attachment A)
3. Medicare patients are eligible to be directly reimbursed when their provider does not take Medicare. (CMS-1490S; see Attachment B)
4. Telehealth is allowed in areas that are designated as Health Professional Shortage Areas. <County>, <State> is a designated area. (ICN 901705 *Telehealth Services – Rural Fact Sheet Series*)

**Provider refuses to accept Medicare**

“Your provider must complete and submit your claim.”

<Dependent’s> provider refuses to accept Medicare (Attachment A). There are no health care providers within reasonable driving distance. She has been receiving care over the phone on a weekly basis from a clinical psychologist in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. *Because <Dependent’s> provider refuses to take Medicare, we are free to seek reimbursement from Medicare directly, which is what we are doing.*

**CPT code <billing code> and telehealth**

“Medicare does not pay for this item or service.”

CPT code 90834 is covered by Medicare for Clinical Psychologists for year 2013.

Per Medicare rules, <Dependent> is eligible to receive reimbursement for mental health services over the phone, provided:

* She is in a rural Health Professional Shortage Area at the time service is rendered. <County> has been a rural HPSA since <year>. (ID number(s) \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_)
* The practitioner is at a qualified originating site. In this case, the provider is in her office, which is covered under “The offices of physicians or practitioners”
* The Distant Site Practitioner is a Clinical Psychologist, which is allowed
* The telehealth device is an allowed device; in this case, a telephone, which is allowed.

Source for all of the above: Medicare form ICN 901705 *Telehealth Services – Rural Fact Sheet Series*, available at:

<http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/telehealthsrvcsfctsht.pdf>

**Conclusions**

* <Dependent> cannot find a qualified Medicare provider within driving distance
* <Dependent>’s provider refuses to accept Medicare
* <Dependent> lives in a qualified HPSA, which allows her to receive care over the telephone
* Billing code \_\_\_\_\_\_\_\_\_\_\_ is the relevant, covered CPT code, as specified by her provider

Sincerely,

Your Name

(xxx) yyy-zzzz