

Sample Appeal Letter: Preferred Provider Arrangement with Another Vendor

(DATE)

(INSURANCE NAME)

(INSURANCE ADDRESS)

(INSURANCE CITY, STATE ZIP)

RE: (FULL NAME OF CLIENT)

DOB: (DATE OF BIRTH)

To whom it may concern:

I recently submitted a request for purchase of the (DEVICE NAME) for my client, (CLIENT's NAME), who has a medical diagnosis of (DIAGNOSIS) and a speech-language diagnosis of (DIAGNOSIS). These diagnoses have left (HIM/HER) functionally nonverbal and unable to adequately express (HIS/HER) medical needs in an effective way without the use of Augmentative-Alternative Communication (AAC). As outlined in the AAC Evaluation Reported dated (DATE OF YOUR ORIGINAL REPORT), it is medically necessary for (CLIENT) to have access to a speech-generating device (SGD) so that (HIS/HER) medical needs can be expressed and met. (DOCTOR's NAME) was in agreement with my recommendation for purchase of the (DEVICE NAME) as the most cost-effective solution for meeting (CLIENT's) current medical communication needs.

On DATE, I received notice that the E2510 (DEVICE NAME) was denied due to the following explanation:

*(\*INSERT THE WORDING TO MATCH WHAT WAS SAID IN YOUR DENIAL DOCUMENT)*

As a member of ASHA and a holder of the Certificate of Clinical Competence in Speech-Language Pathology, I am committed to providing services that hold the interests of my client, (CLIENT's NAME), paramount and which result in optimized communication. I recognize that your organization has a preferred provider arrangement with another vendor than the SGD recommended for (CLIENT). A product from that vendor requires HIM/HER to use either an alphabet-based or single meaning picture method of vocabulary retrieval. Research indicates that these methods typically result in slower communication than would a device which supports semantic compaction (Minspeak/Unity). Please visit <http://minspeak.com/documents/ComparisonofLRM.pdf> for a detailed explanation. Listed below are considerations that were made in choosing a Prentke Romich product for (CLIENT).

*(NOTE TO SLP: PLEASE REVIEW ALL CONSIDERATIONS AND EDIT TO SUIT YOUR PARTICULAR CLIENT.)*

- **Language** – (CLIENT) has been successful with a piece of Prentke Romich equipment for the past five years and, because of the preferred provider agreement with insurance, there is pressure to move the client to a non-PRC device. This is parallel to forcing an individual to communicate in a different language than the one (HE/SHE) is most familiar with and adept at.
- **Fatigue/ Navigation** – (CLIENT) may fatigue more easily with other products (motor effort is less with Minspeak than with page based systems). Interplay between the Core area and the Activity Row results in a significant increase in noun or other highly specific and personalized vocabulary available without increased motor effort or changing of overlays. There is reduced navigation in a Prentke Romich system.

- **Appropriateness** - If only the device from the preferred provider is funded, (CLIENT) may end up with a device which is less than optimal and/or not the most appropriate for (HIS/HER) needs.
- **Critical Features** - The non-PRC device does not offer critical features (i.e. vocabulary builder, LAMP: Words for Life vocabulary program, icon prediction, predictive selection, customizable scan patterns, etc.) which are only available in a PRC device and patents or patents applied for substantiate this claim.
- **Availability of Unity** - Semantic compaction vocabulary (Minspeak/Unity) representation is available only on Prentke Romich devices. This provides easy access to both single word (for unique message formulation) and phrase-based vocabulary on a single display. The ability to develop motor memory for a core set of keys is optimized when a user has only a single screen to learn.
- **Hide/ Show Keys** - The feature of hiding and showing keys enables the device user to get to the desired keys in a faster and more efficient manner. Fast access to keys is critical.
- **Portability/ Battery** - The portable PRC devices like (DEVICE NAME) have a longer battery life and lighter weight than other comparable high-tech devices on the market at the present time. PRC's portable devices are also equipped with built-in carrying handles and have a slim design making them ideal for very young and active children.
- **Larger screen with Accent 1400** - A larger dynamic screen than offered in other devices is standard on the Accent 1400 (14" LCD IPS display) reducing visual stress and allowing for more keys on a single screen, thus optimizing potential for communication.
- **Consultants** - The Prentke Romich Company offers customer support that is unique and unmatched in this industry. Their field representatives have extensive experience and skill in AAC, with backgrounds in speech-language pathology, special education, occupational therapy, and related disciplines. They provide ongoing, free training and assistance on all equipment via face-to-face regional trainings, frequent on-line trainings, and onsite visits when needed.

If further information is needed to substantiate this request, please contact me. Thank you for your time.

Sincerely,

(YOUR NAME AND CREDENTIALS)

(TITLE)

(EMPLOYER NAME)

(EMPLOYER ADDRESS)

(EMPLOYER CITY, STATE, ZIP)

(PHONE)

(FAX)

(EMAIL)