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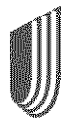
03/24/2021

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**United Health Group - West, Central and Cirrus RMO**

Operated by Firstsource Solutions

1355 South 4700 West  
Salt Lake City, UT 84104



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**PeaceHealth****FAX TRANSMITTAL**9  
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1**Date:** 3/24/2021 2:41:38 PM **Pages Sent (including cover):** 67**To:** UHC PROVIDER APPEALS DEPT **From:** Kristina Fletcher**Company:** UHC **From Fax:** 3607293269**Fax:** 1-801-938-2100 **From Phone:** (360) 729-1000**Phone:** 1-877-842-3210

The information contained in this fax message is intended only for the personal and confidential use of the designated recipients named above. This message may be a privileged and confidential attorney-client communication. If the reader of this message is not the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us by mail. It is your responsibility as a recipient of this message to locate your facsimile machine in a secure location and to notify us immediately if the fax number we are using is incorrect or will be changed.

ATTN UHC PROVIDER APPEALS Dept

United Healthcare

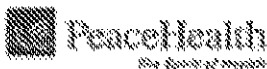
Please review attached Medical Records for Claim # CH20820433 for DOS

**Comments:** 10/16/2020 for Patient:

Bunny Ferrari DOB 03/05/1965

Member ID 937053435

Claim Billed AMT \$8734.00



3/23/2021

**\*\*PROVIDER APPEAL\*\***  
**\*NOT A DUPLICATE CLAIM\***

United HealthCare  
 Attn: Provider Appeals  
 P.O. Box 30559  
 Salt Lake City, UT 84130

		<b>Facility:</b>	PeaceHealth Sacred Heart Riverbend Hospital
<b>Patient Name:</b>	Ferrari,Bunny M	<b>Tax ID:</b>	261871008
<b>Date of Birth:</b>	3/5/1965	<b>Billed Charges:</b>	\$8,734.00
<b>Insurance ID:</b>	937053435	<b>Denied Charges:</b>	\$8,082.00
<b>Hospital Acct #:</b>	1202368301	<b>Payment Received:</b>	\$0
<b>Dates of Service:</b>	10/16/2020	<b>Claim #</b>	CH20820433

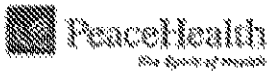
To Whom It May Concern,

The aforementioned claim has been underpaid pursuant to the contract United Healthcare and PeaceHealth, effective 7/1/2020.

PeaceHealth has been made aware that United Healthcare has denied Claim # CH20820433 for DOS 10/16/2020 due to no pre-authorization received for Liver Biopsy with Ultrasound guidance CPT 47000. PeaceHealth respectfully submitting documentation for your review as requested per the response on reconsideration ticket number PIQ-1368068. PeaceHealth believes that there is both adequate clinical information to support the need for this diagnostic procedure in order to determine the best treatment of the patient's condition, and that the services are rendered appropriately based on physician judgment. Complex decisions surrounding treatment must be taken into consideration at the time a service is rendered with available information at hand.

PeaceHealth requests that an appropriately credentialed physician and contract specialist be involved in this review to ensure the case receives the proper level of attention. In the event that the outcome of the review is not in our favor, provide our facility with specific reasons for your denial, including the specific clinical factors, payor policy, billing and/or coding guidelines which were not supported by the treatment provided. In Addition, provide a copy of the evidence-based criteria set used for the review and the name and credentials of the medical reviewer, so that we may review our rights in this matter.

United Healthcare currently owes the full allowable plus any applicable interest that remains contractually due to our facility. Please remit payment to our facility in a timely manner.



We have included a copy of the following documents to help facilitate your review.

- ☒ History & Physical
- ☒ Provider Progress Notes
- ☒ Anesthesia Info
- ☒ Imaging Results
- ☒ Laboratory/Pathology Results
- ☒ Medications (Medication Administration Record)
- ☒ Claim
- ☒ Itemized statement
- ☒ Auth/Referral information
- ☒ Other: Previous imaging and lab results

IF you have any additional questions, I can be reached at 360-729-1858 from the hours of 9am to 3pm PST, or via fax at 360-729-3269.

Sincerely,

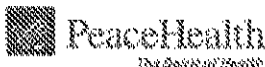
*Kristina Fletcher, Appeal Specialist*

**Kristina Fletcher** | Appeal Specialist | Revenue Cycle

EMAIL: [kfletcher1@peacehealth.org](mailto:kfletcher1@peacehealth.org)

**PeaceHealth** | 1115 S.E. 164<sup>th</sup> Ave, Dept 346 | Vancouver, WA 98683

office 360-729-1858



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Tuesday, March 23, 2021

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MRN: 01010624 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

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Eugene Gastroenterology Consultants PC  
3355 Riverbend Dr Ste 500 Springfield, OR 97477  
(541) 888-0500 Fax: (541) 888-6020

August 25, 2020  
Page 1  
Office Visit

Bunny Ferrari

Female DOB: 03/05/1965

206294-2470001

Home: (541) 747-0457

Ins: United H (57) Grp: 911770

11/27/2019 - Office Visit: Autoimmune Hepatitis

Provider: Shane J Mills MD

Location of Care: Eugene Gastroenterology Consultants PC

Referring Provider: Martin Hurtado MD

Primary Care Provider: Martin Hurtado MD

**History of Present Illness:**

The patient was referred by Martin Hurtado MD for further evaluation and opinion regarding possible autoimmune hepatitis.

54-year-old female presents for her initial clinic visit with me. She has mildly abnormal LFTs (mild transaminase elevations) and labs by her primary care provider included an anti-smooth muscle antibody which was positive, Rter 1:160. ANA titer was not significant. Her iron panel was unremarkable. Her viral hepatitis labs were negative. Past medical history is remarkable for type 1 diabetes for 40 years. She has rare alcohol use, 3 times per year.

Of note, the patient's most recent colonoscopy was in 2015 by Dr. Myers. No polyps were seen. Repeat colonoscopy is due in 2025.

**Past History:****Past Medical History:**

Abnormal LFTs, mild  
Positive anti-smooth muscle antibody  
Asthma, mild  
Stable mass left index finger  
Diabetes Type 1  
Normal renal function

**Past Surgical History:**

C-Section: 1990, 1995

**Medications at Start of Visit (verified):**

- 1) Suprep Bowel Prep Kit 17.5-3.13-1.8 Gm/150ml Oral Solution (Na Sulfate-K Sulfate-Mg Sulf) ... Take one kit as directed with 24/48 hours of procedure
- 2) Basaglar-Kwikpen 100 Unit/ml Subcutaneous Solution Pen-Injector (Insulin Glargine) ... use as directed
- 3) Humalog 100 Unit/ml Subcutaneous Solution (Insulin Lispro) ... use as directed
- 4) Aspirin Adult Low Dose 81 Mg Oral Tablet Delayed Release (Aspirin) ... take one (1) tablet by mouth daily
- 5) Vitamin D (Cholecalciferol) 10 Mcg (400 Unit) Oral Tablet Chewable (Cholecalciferol) ... take one (1) tablet by mouth daily
- 6) Nasonex 50 Mcg/inch Nasal Suspension (Mometasone Furoate) ... as-needed
- 7) Inhaler ... PRN

**Allergies (verified):**

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MRN: 01010624 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

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**Eugene Gastroenterology Consultants PC**  
 3325 Riverbend Dr Ste 500 Springfield, OR 97477  
 (541) 888-9500 Fax: (541) 688-5920

August 26, 2020  
 Page 2  
 Office Visit

**Bunny Ferrari**

Female DOB: 03/05/1965

206254-2470001

Home: (541) 747-0457

Ins: United H (67) Grp: 911770

No Known Drug Allergies

**Family History:**

Unknown since adopted

**Social History:**

The patient lives in Springfield, Oregon.

She is married.

She has 2 children.

She is employed. Rare alcohol use.

No cigarette smoking.

No drug use.

**Risk Factors:**

Weight Management: Patient BMI is above normal range and they are advised to seek counsel with their PCP regarding weight management.

Smoke Status: heavier smoker

Caffeine Use (drinks/day): 1 coffee, tea or soda

**Review of Systems:****General:** Denies unusual weakness, fever, chills, and weight change.**Neurological:** Denies frequent headaches, dizziness, and convulsions.**Throat and Mouth:** Complains of neck swelling; denies wear dentures, hoarseness, and dental condition.**Cardiovascular:** Denies racing or fluttering, chest pain, shortness of breath, and swelling of the feet or ankles.**Respiratory:** Denies persistent cough and coughing up blood**Gastrointestinal:** Complains of poor appetite and hemorrhoids; denies difficulty swallowing, heartburn, nausea, vomiting, constipation, diarrhea, black stools, change in bowel habits, abdominal pain or stomach ache, food intolerance, blood in stool, use of antacids, and jaundice.**Genitourinary:** Denies pain/burning with urination, loss of urine with cough or sneezing, sexual difficulty, and blood in urine.**Musculoskeletal:** Denies painful stiff joints and back pain.**Integumentary:** Denies rash, hives, and itching.**Psychiatric:** Complains of feel stressed and work or family problems; denies lack of memory, cry often, depressed, worry about health, and shy or sensitive.**Gynecologic:** Denies birth control pill and bleeding after menopause.**Vital Signs:**

Patient profile: 54 year old female

Height: 64 inches (162.58 cm)

Weight: 148 lbs (67.27 kg)

BMI: 25.50

Pulse rhythm: regular



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MRN: 01010824 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

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Eugene Gastroenterology Consultants PC  
3355 Riverbend Dr Ste 300 Springfield, OR 97477  
(541) 868-0600 Fax: (541) 865-5829

August 28, 2020  
Page 3  
Office Visit

Bunny Ferrari

Female DOB: 03/05/1965

208294-2470001

Home: (541) 747-0467  
Ins: United H (S7) Grp: 911770

BP sitting: 102 / 64 (R, arm)  
Cuff: regular

Vitals Entered By: Erin Martin NCMA (November 27, 2019 8:07 AM)

**Physical Exam:**

General: Well-developed, well-nourished, in no acute distress.

Head: Normocephalic and atraumatic.

Eyes: Pupils equal and round; no pallor to the conjunctiva, no scleral icterus.

Ears: Ears are well formed, intact conversational hearing.

Nose: No deformity, discharge, inflammation or lesions.

Mouth: No inflammation, exudate, gingivitis, or mucositis. Mucous membranes are moist.

Neck: Supple, no masses, trachea midline.

Chest Wall: Symmetrical, no deformities.

Lungs: Respirations are unlabored without accessory muscle use or intercostal muscle retraction. Clear to auscultation.

Heart: Normal rhythm, S1 and S2; no rubs, murmurs or gallops.

Abdomen: Soft, non-tender and non-distended without masses, organomegaly, or hernias noted; normal bowel sounds.

Male: Symmetrical and no deformity, with normal posture.

Extremities: No clubbing, cyanosis, or edema.

Neurologic: ROM intact, tongue midline, palate moves well, grossly nonfocal motor exam.

Skin: Warm and dry without nodules, petechiae or purpura, no spider telangiectasias or palmar erythema.

Psych: Alert and cooperative; normal mood and affect; normal attention span and concentration.

**Impression & Recommendations:**

Problem # 1: ABNORMAL LFT'S (ICD-980.4) (ICD10-E74.0)

Discussion: I had a good discussion with the patient today regarding her mild LFT abnormalities and positive anti-smooth muscle antibody. I reassured her that her liver function is normal and I do not see any evidence for chronic advanced liver disease. I would like to obtain some labwork at this time and also a liver ultrasound. I discussed that she could very well have fatty liver disease as a cause for her LFT abnormalities especially given her history of diabetes. I counseled her that a liver biopsy would help distinguish autoimmune hepatitis and fatty liver disease, but I do not feel that there is an urgent need for liver biopsy at this time. I also discussed that the mainstay of therapy for fatty liver disease is weight loss if appropriate, low-fat diet, cholesterol control, diabetes control, exercise. We will repeat her labs in 3 months. Future consideration for liver biopsy if labs worsen. We will contact her with her lab and ultrasound results and any other recommendations. She knows to call me if she has any questions or concerns regarding her liver health.

Her next colonoscopy is due in 2025.

Complete Medication List At the Conclusion Of Today's Visit:

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MRN: 01010824 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

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**Eugene Gastroenterology Consultants PC**  
 3355 Riverbend Dr Ste 500 Springfield, OR 97477  
 (541) 888-0500 Fax: (541) 888-5920

August 28, 2020  
 Page 4  
 Office Visit

**Bunny Ferrari**

Female DOB: 03/05/1965

208294-2470001

Home: (541) 747-0457  
 Ins: United H (37) Grp: 911770

- 1) Suprep Bowel Prep Kit 17.5-3.13-1.6 Gm/180ml Oral Solution (Na sulfate-k asafate-mg sulf) .... Take one kit as directed with 24/48 hours of procedure
- 2) Basaglar Kwikpen 100 Units/ml Subcutaneous Solution Pen-injector (Insulin glargine) .... Use as directed
- 3) Humalog 100 Units/ml Subcutaneous Solution (Insulin lispro) .... Use as directed
- 4) Aspirin Adult Low Dose 81 Mg Oral Tablet Delayed Release (Aspirin) .... Take one (1) tablet by mouth daily
- 5) Vitamin D (cholecalciferol) 10 Mcg (400 Unit) Oral Tablet Chewable (Cholecalciferol) .... Take one (1) tablet by mouth daily
- 6) Nasonex 50 Mcg/act Nasal Suspension (Mometasone furoate) .... Seasonal
- 7) Inhaler .... Pm

**Patient Instructions:**

- 1) It was very nice to meet you today.
- 2) Your liver tests show mild inflammation which is not worrisome at this time.
- 3) Please get labs and liver ultrasound completed
- 4) Repeat labs in 6 months.
- 5) Please do not hesitate to call our office if you have any questions or concerns regarding your liver.
- 6) You might have mild fatty liver. The mainstay of treatment for fatty liver disease is weight loss if appropriate, exercise, low fat diet, cholesterol control, and diabetes control. You may also try vitamin E supplementation.
- 7) Future consideration for liver biopsy to evaluate for fatty liver disease and/or autoimmune hepatitis
- 8) Medications reviewed and reconciled.

**Patient-Specific Education Provided Today:**

High BMI Handout given.

**Prior Patient-Specific Education-Instruction:**

(also includes any values added today)

High BMI (11/27/2019)

This note was transcribed using Dragon Speech Recognition software. As a result, there may be grammatical and spelling errors that are unintended. Every attempt is made to have correct dictation. If there are any questions or major errors, please contact our office.

cc: Martin Hurtado MD

**Process Orders****Check Orders Results:**

EMR-Link Labs: ASN not required for this insurance.

Requisition page opened for Quest. Order transmitted to EMR-Link November 27, 2019 9:13 AM

Tests Sent for requisitioning (November 27, 2019 8:13 AM):

11/27/2019: EMR-Link Labs -- CELIAC DISEASE PANEL 2 [14862] (signed)

11/27/2019: EMR-Link Labs -- CBC [3000] (signed)

11/27/2019: EMR-Link Labs -- AFP-TM [2631] (signed)

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MRN: 01010824 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

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Eugene Gastroenterology Consultants PC  
3385 Riverbend Dr Ste 500 Springfield, OR 97477  
(541) 688-8600 Fax: (541) 688-8920

August 26, 2020  
Page 5  
Office Visit

Bunny Ferrari  
Female DOB: 03/05/1965

206264-2470001

Home: (541) 747-0457  
Ins: United H (87) Grp: 911770

11/27/2018: EMR-Link Labs -- PROTHROMBIN TIME/APR [3500] (signed)  
11/27/2018: EMR-Link Labs -- TSH, 3rd GEN. [2090] (signed)  
11/27/2018: EMR-Link Labs -- FREE T4 [2148] (signed)  
11/27/2018: EMR-Link Labs -- Comprehensive Metabolic Panel [1943] (signed)

Electronically Signed by Shane J Mills MD on 11/27/2018 at 6:37 PM

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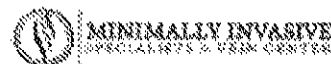
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MRN: 01010624 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

Minimally Invasive Specialists and Vein Center  
1460 G St. Suite 100 Springfield, OR 97477  
Phone: (541) 661-8595 Fax: (541) 334-7560



**New Patient Consultation**

Patient Name: FERRARI, BUNNY MRN: 0106065 DOB: 03/05/1965 Gender: Female  
Provider: Andersen, Alexander PA-C  
Ref. Provider: MILLS, SHANE MD  
Date of Service: 10/14/2020 7:42 AM Type of Service: Office or Other Outpatient Services (New Patient)

**DATE OF CONSULTATION**

10/14/2020

**CONSULTING PROVIDER**

Alexander Andersen, PA-C

**REQUESTING PROVIDER**

Shane Mills, MD

**REASON FOR CONSULTATION**

Evaluation of a patient with Elevated LFTs and positive smooth muscle antibody referred for nontargeted liver biopsy

**SOURCES OF INFORMATION/DATA**

Patient, medical records

**CHIEF COMPLAINT**

Elevated LFTs

**HISTORY OF PRESENT ILLNESS**

BUNNY FERRARI is a pleasant 55 year old female with a history of type 1 diabetes, and asthma. She had routine labs drawn by her primary care provider that showed mildly elevated LFTs. Subsequent labs were positive for anti-smooth muscle antibody. Her AMA titer was not significant and her viral hepatitis labs were negative. Abdominal imaging showed a benign left liver lobe hemangioma and otherwise normal-appearing liver. She was referred to our clinic to undergo a nontargeted liver biopsy to distinguish between fatty liver disease and autoimmune hepatitis.

She presents today to clinic alone. She reports generally feeling in her usual state of health. She has had some increased fatigue and intermittent palpitations, but denies any other specific complaints. She has not been experiencing any recent fevers, chills, shortness of breath, chest pain, nausea, vomiting or abdominal pain.

She has been taking 81 mg aspirin with her last dose Friday 10/10.

**PAST MEDICAL HISTORY (Reviewed)**

Past medical history includes:

Abnormal LFTs  
Positive anti smooth muscles antibody  
Asthma  
Normal renal function  
Diabetes type one  
hyperlipid  
Pancreatic problems  
Liver problems

**PAST SURGICAL HISTORY (Reviewed)**

Past surgeries include:

C section x2

**SOCIAL HISTORY (Reviewed)**

FERRARI, BUNNY MRN: 006065

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MRN: 01010824 DOB: 3/5/1965 Patient Name: Ferrari, Bunny M

Marital Status: Married

Alcohol Use: No.

Smoking Status: Never smoker (260519005)

**FAMILY HISTORY (Reviewed)**

unknown pt is adopted

**ALLERGIES (Reviewed)**

NKA, Status: Active

**MEDICATIONS (Reviewed)**

Reviewed By: Alexander Andersen, PA-C on 10/14/2020 8:45 AM

Suprap Bowel Prep Kit 17.5-3, 13-1.6 gram recon actin oral

Basaglar KwikPen U-100 Insulin 100 unit/ml, (3 mL) insulin pen subcutaneous

Humalog Mix 50-50 Insulin U-100 subcutaneous

Vitamin D Take 1 Tablets oral

inhaler, for use with solution miscellaneous

Nasonex 50 mcg/actuation spray, non-aerosol nasal

aspirin 81 mg tablet Take 1 Tablets oral Every Day

Cholesterol medication unsure

**REVIEW OF SYSTEMS**

**GENERAL**

Patient reports fatigue.

Patient denies fevers, chills, sweat, recent loss of appetite, recent unexpected weight loss and recent unexpected weight gain.

**CARDIOVASCULAR**

Patient reports palpitations.

Patient denies swollen legs/ankles.

**RESPIRATORY**

Patient denies chronic cough, chronic shortness of breath, chronic wheezing, coughing or spitting up blood and .

**GASTROINTESTINAL**

Patient denies persistent nausea/vomiting, diarrhea, constipation, chronic abdominal pain and bloody or very black stool.

**MUSCULOSKELETAL**

Patient denies extremity pain, muscle cramping, muscle weakness and arthritis.

**SKIN**

Patient denies itching, chronic dry skin, jaundice, MRSA, cellulitis, skin color change and open wounds/sores.

**ALLERGIC/IMMUNOLOGIC**

Patient reports seasonal allergies.

Patient denies recurrent infections.

**HEMATOLOGIC/LYMPHATIC**

Patient reports swollen glands in neck, armpits or groin.

Patient denies excessive bleeding and easy bruising.

**NEUROLOGIC**

Patient denies weakness, numbness and seizures/convulsions.

**ENDOCRINE**

Patient denies hot or cold intolerance and excessive thirst and urination.

**VASCULAR**

Patient denies claudication, varicose veins, worn compression stocking, phlebitis, deep vein thrombosis, foot sores/ulcerations, resting pain, previous artery or vein surgery and previous balloon treatment.

**URINARY**

Patient denies blood in the urine, decreased urine production, incontinence and painful urination.

FERRARI, BUNNY MRN: 006005

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MRN: 01010824 DOB:3/5/1965 Patient Name: Ferrari, Bunny M

#### VITALS

Vital Date: 10/14/2020 08:48 AM  
Pulse: 85 Beats/Min  
Blood Pressure Sitting: 138/84  
O2 Saturation: 98%

#### PHYSICAL EXAM

##### GENERAL

This is a pleasant, well developed, well nourished female. The patient is here alone, is in no acute distress, and appears as stated age.

##### PSYCH

The patient is alert and oriented with neutral affect, answering all questions appropriately. Speech is fluent and coherent.

##### HEENT

Normocephalic, atraumatic. EOMI, non-injected sclera.

##### SKIN

Warm and dry, without rashes, redness, or streaking noted over exposed areas.

##### CARDIOVASCULAR

Auscultation of the heart:

- Regular rate and rhythm, without murmur.

##### LUNGS

Breathing is unlabored. Clear to auscultation bilaterally without appreciable wheeze, rale or rhonchi.

##### ABDOMEN

Soft, nontender, nondistended, no palpable masses or organomegaly.

#### IMAGING (Reviewed)

MR abdomen with and without contrast 1/3/2020

Impression: The ultrasound abnormality in the left lobe of the liver corresponds to a benign hemangioma. No additional focal abdominal abnormality identified.

US abdomen Limited 12/12/2019

Impression: There is a 2 cm echogenic nodule within the left lobe of the liver. The sonographic liver appearance is normal. An incidentally discovered small echogenic liver nodule is typically the result of the benign hepatic hemangioma, although ultrasound evaluation is not diagnostically definitive. This patient has no prior abdominal imaging to evaluate for stability of the abnormality. If more definitive imaging evaluation is desired at this time, this is best achieved with an abdominal MRI. Otherwise a six-month follow-up ultrasound can be obtained to evaluate for stability.

#### LABS (Reviewed)

CMP 8/14/2020

Sodium 138, potassium 4.1, chloride 104, carbon dioxide 26, calcium 9.9, BUN 13, creatinine 0.63, glucose 201, total protein 7.2, albumin 4.4, total bilirubin 1.0, ALP 142, AST 61, ALT 78

Smooth muscle AB screen: Positive

Smooth muscle AB titer: 1:320 titer

#### DIAGNOSIS

NO DIAGNOSIS CODE(NODX) - New

#### IMPRESSION

FERRARI, BUNNY MRN: 006065

Report generated from Minimally Invasive Specialists and Vein Center on 10/14/2020 11:40 AM, PFST

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