



UnitedHealth Group®

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United Health Group - West, Central and Cirrus RMO

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1355 South 4700 West
Salt Lake City, UT 84104



LAW OFFICES OF
STEPHENSON
ACQUISTI
& COLMAN

SANTA CLARITA CA 913

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United Healthcare
Appeals Department
P.O. Box 30559
Salt Lake City, UT 84130-0432

FN: 040000045655

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5/20/2021

US MAIL

United Healthcare
Appeals Department
P.O. Box 30559
Salt Lake City, UT 84130-0432

Patient Name: JONG, TOM
Insured ID Number: 928523281
Provider: Stanford Health Care – ValleyCare – Livermore
Provider Address: 1111 EAST STANLEY BOULEVARD LIVERMORE, CA 94550
Total Charges: \$15,344.67
Underpaid: \$571.20
Dates of Service: 10/22/2020 - 10/22/2020
SAC File Number: 040000045655

Re: Provider Dispute/Appeal

Dear Sir or Madam:

As you are aware, The Law Offices of Stephenson, Acquisto and Colman, Inc., represent Stanford Health Care – ValleyCare – Livermore with regard to the above-referenced claim. This matter has been sent to our office to pursue reimbursement as the dispute has not been resolved through the normal course of business.

Review of the file reveals United Healthcare has improperly denied this claim after deeming services not medically necessary, a contention with which we disagree. In addition, pursuant to Health and Safety Code §1370.2, our client is requesting information regarding the board-certified physician with relevant expertise who evaluated this appealed claim together with the rationale behind the denial.

This claim has been improperly paid at a lower level of care. We disagree with that determination. We consider this claim to contain adequate documentation to support treatment

Southern California Office
303 North Glenoaks Blvd., 7th Floor ☎ Burbank, CA 91502 ☎ p 818.559.4477 ☎ f 818.559.5484
Northern California Office
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Chicago Office
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US MAIL
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rendered at the level of care billed and therefore payable at that level of care. Accordingly, please process this claim for payment in full in the amount \$571.20

Please review the file and remit the above-referenced underpayment to our client within 30 business days, noting that failure to do so and provide the requested physician information will result in our firm moving this matter forward to litigation.

I can be reached at our firm's San Diego office number listed below should you have any questions.

Sincerely,

LAW OFFICES OF
STEPHENSON, ACQUISTO & COLMAN,
INC.

A handwritten signature in black ink, appearing to read 'Barbara Skier', written over a horizontal line.

Barbara Skier

BJS/VS

Enclosure: UB

Southern California Office
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