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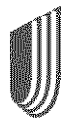
05/17/2021

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

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# FAX

**To: UHC APPEALS**

Company:

Fax: 8019382100

Phone:

**From: DR JAY P SHAH**

Fax: 9726697017

Phone: 9726697179

E-mail:

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## NOTES:

PLEASE SEE ATTACHED LETTER OF APPEAL & CLINICALS

THANK YOU.  
LAUREN YAGER, RN

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**Date and time of transmission:** Monday, May 17, 2021 11:37:40 AM  
**Number of pages including this cover sheet:** 09

# UT Southwestern Medical Center

Appointment: 5/04/21 2:15 PM CDT  
MRN: 91409517  
Guarantor:  
Confidential Patient:  
Study Patient:

## ENCOUNTER

Patient Class: Ambulatory  
Visit Type: X-Ray  
Clinic Name: UT Southwestern Clinical Center at Richardson/Plano - University Hospital Imaging  
Provider: Richardson/Plano Dx 1 Rad  
Ref Phy: Shah, Jay Pravin, MD

## PATIENT

Name: THOMAS, ABIGAIL N  
Address: 1550 W PLANO PARKWAY APT\* Plano, TX 75075  
Marital Status: Single  
Email: athomas85@yahoo.com  
DOB: 7/1/1985 (35 yrs)  
Sex: Female  
SSN: xxx-xx-2678  
Patient Primary 214-789-2005  
Prim Care Prov: Drye, Stephen Tyler

## EMERGENCY CONTACT

Contact Name	Legal Guardian?	Relationship to Patient	Home Phone	Work Phone
1. Jenkins, Amy		PHI Designee	(254)396-0268	
2. Calvery, Linda		PHI Designee	(972)998-4705	

## GUARANTOR

Guarantor: ABIGAIL N THOMAS  
Address: PLANO, TEXAS 75075-8674  
Rel to Pat: Self  
Guar ID:  
GUARANTOR EMPLOYER  
Employer:  
DOB:  
Sex:  
Hm Phone: 214-789-2005  
Wk Phone:  
Status:

## COVERAGE

### PRIMARY INSURANCE

Payor: UNITED HEALTHCARE	Plan: UNITED HEALTHCARE HMO -
Group Number: 919666	Insurance Type: HMO
Subscriber Name: THOMAS, ABIGAIL N	Subscriber DOB: 7/1/1985
Subscriber ID: 941505272	Insurance Addr: PO Box 30555
Member ID: 941505272	Insurance Phone: 877-842-3210
Pat. Rel To Subscr: Self	Insurance Auth: 877-842-3210
Eff From Date: 6/1/2020	Eff To Date:

### SECONDARY INSURANCE

Payor: UNITED HEALTHCARE	Plan: UNITED HEALTHCARE HMO -
Group Number: 919666	Insurance Type: HMO
Subscriber Name: THOMAS, ABIGAIL N	Subscriber DOB: 7/1/1985
Subscriber ID: 941505272	Insurance Addr: PO Box 30555
Member ID: 941505272	Insurance Phone: 877-842-3210
Pat. Rel. To Subscr: Self	Insurance Auth: 877-842-3210
Eff From Date: 6/1/2020	Eff To Date:

May 17, 2021

**UT Southwestern**  
Medical Center

UT Southwestern Medical Center at Richardson/Plano - Orthopedic  
Surgery  
Clinic Phone: 972-669-7179

May 17, 2021

RE: Abigail Thomas  
DOB: 7/1/1985

To Whom It May Concern:

Abigail Thomas is currently under my care and is being treated for internal derangement of her right knee. Recent x-rays, which I have attached, show arthritic changes. However, I am concerned that there may be a lateral meniscus tear due to her ongoing complaints of swelling, popping, clicking, and weakness since injury in February 2021. I have ordered a CT scan of her right lower extremity with contrast for further investigation, but it has been denied. Ms. Thomas has a cranial implant and therefore cannot have an MRI, which is why I have requested a CT. This CT is medically necessary to determine if there is something further wrong with her knee. Please reconsider the denial so Ms. Thomas can get the care she truly needs and deserves. If you have any questions or concerns, please do not hesitate to contact my office at 972-669-7179.

Sincerely,

Electronically signed by:  
Jay P. Shah, MD

Thomas, Abigail N (MRN 91409517) DOB: 07/01/1985

Encounter Date: 05/04/2021

**Thomas, Abigail N**

MRN: 91409517

**Office Visit** 5/4/2021

Provider: Shah, Jay Pravin, MD (SPORTS MEDICINE)

UT Southwestern Medical

Primary diagnosis: Internal derangement of right knee

Center at Richardson/Plano -  
Orthopedic Surgery

Reason for Visit: Knee Pain; Referred by Hays, Ryan Scott, MD

**Progress Notes**

Shah, Jay Pravin, MD (Physician) - SPORTS MEDICINE

**Abigail N Thomas**  
**MRN: 91409517****INITIAL VISIT**  
**5/4/2021****CHIEF COMPLAINT:** Right knee pain

**HISTORY OF PRESENT ILLNESS:** Abigail N Thomas is a very pleasant 35y/o female who presents for evaluation of knee pain that has been present since February of this year when she was stopped wrong while walking at home. She was originally told that she had mild arthritis, but a therapist told her that there was more going on than arthritis. She has intermittent swelling, popping, clicking and weakness. She has tried PT with home exercises, voltaren gel, ice, heat which have helped a moderate amount. She was taking mobic, but her neurologist told her to stop taking it due to pre-existing "stomach problems." She has never had surgery on this knee. Her pain is worse with sitting for prolonged periods, first things in the morning and with deep flexion.

**PAST MEDICAL HISTORY:** Past medical history was reviewed with the patient and found in the medical chart.

**MEDICATIONS:** Medications were reviewed with the patient and found in the medical chart.

**ALLERGIES:** Allergies were reviewed with the patient and found in the medical chart.

**PAST SURGICAL HISTORY:** Past surgical history was reviewed with the patient and found in the medical chart.

**FAMILY HISTORY:** Family history was reviewed with the patient and found in the medical chart.

**SOCIAL HISTORY:** Social history was reviewed with the patient and found in the medical chart.

**REVIEW OF SYSTEMS:** A complete review of systems was reviewed with the patient and can be found in the medical summary sheet in the chart.

**PHYSICAL EXAMINATION:** Vital signs are as noted above. The patient is a well-appearing female in no acute distress and is oriented to time, place and person. Sensation to touch is grossly intact. The skin is intact and normal in appearance except as described below.

Gait is normal.

Lumbosacral spine: Negative straight leg test bilaterally.

Ipsilateral hip: Normal ROM without pain

**KNEE EXAM:**

	LEFT	RIGHT
<b>Inspection:</b>		
Alignment	Grossly Normal	Grossly Normal

Thomas, Abigail N (MRN 91409517) DOB: 07/01/1985

Encounter Date: 05/04/2021

Quad atrophy	No	No	9
Erythema	No	No	1
Induration	No	No	1
Ecchymosis	No	No	0
Swelling	No	No	2
			1
<b>Effusion:</b>	None	None	1
			3
<b>Patellofemoral Exam:</b>			7
crepitus	No	No	2
pain with patellar compression	No	No	0
patellar glide	No	No	7
retinacular tenderness	No	No	3
patellar tilt	Normal	Normal	1
superior pole tenderness	No	No	
palpable defect	without	without	
inferior pole tenderness	No	No	
tibial tubercle tenderness	No	No	
patellar apprehension	No	No	
<b>ROM:</b>			
Extension	0 degrees	0 degrees	
Flexion	120 degrees	120 degrees	
<b>Strength:</b>			
Quadriceps	5/5	5/5	
Hamstrings	5/5	5/5	
Tibialis Anterior	5/5	5/5	
Gastroc/Soleus	5/5	5/5	
<b>Meniscal Exam:</b>			
Joint line Tenderness	No	Lateral	
Meniscal Provocative Testing	Negative	Lateral	
<b>Ligament Exam:</b>			
Lachman	1+ with a firm endpoint	1+ with a firm endpoint	
Anterior drawer test	Neg (-) with a firm endpoint	Neg (-) with a firm endpoint	
Posterior drawer test	Neg (-) with a firm endpoint	Neg (-) with a firm endpoint	
Pivot shift	Neg (-) with a firm endpoint	Neg (-) with a firm endpoint	
Laxity with valgus stress at 0 deg	Negative with a firm endpoint	Negative with a firm endpoint	
Laxity with valgus stress at 30 deg	Negative with a firm endpoint	Negative with a firm endpoint	
Laxity with varus stress at 0 deg	Negative with a firm endpoint	Negative with a firm endpoint	
Laxity with varus stress at 30 deg	Negative with a firm endpoint	Negative with a firm endpoint	
Dial test at 30 deg	Neg (-) with a firm endpoint	Neg (-) with a firm endpoint	
Dial test at 90 deg	Neg (-) with a firm endpoint	Neg (-) with a firm endpoint	

Leg compartments soft/nontender. No edema distally. Sensation grossly intact to light touch throughout. The foot is warm with good cap refill.

**IMAGING:** XR with no evidence of bony abnormality.

**IMPRESSION:** 35 female with pain since stepping awkwardly in February of this year with posterior lateral right knee pain concerning for lateral meniscus tear.

Thomas, Abigail N (MRN 91409517) DOB: 07/01/1985

Encounter Date: 05/04/2021

**PLAN:** Schedule for CT arthrogram, pt to call vendor for cranial implant that she believe prevents her from getting MR, she will call if they approve her MR.

Medical decision making: Moderate complexity

Total time spent in the care of this patient: 45 minutes

**FOLLOW-UP:** After imaging completed

Timothy J. Harris, MD  
Orthopaedic Surgery, PGY-2  
Pager: 214-786-4943

#### **FACULTY ATTESTATION:**

I saw and evaluated the patient. Discussed with resident/APP and agree with the findings and plan, as documented in the note with any changes/additions/subtractions below:

We had long discussion regarding her diagnosis, the natural history, as well as the various treatment options. We discussed both conservative as well as surgical treatment options. Conservative measures include physical therapy, anti-inflammatories, bracing. Injections such as cortisone, hyaluronic acid, PRP, and stem cells. We also discussed surgical options at length, including surgical details, possible complications, postoperative rehab, expected outcomes, and reasonable expectations. After a long, thorough discussion taking account her values with respect to her health, function, and activity level, the shared decision was made to proceed with:

- R Knee CT arthrogram

I explained the risks, benefits and alternatives to all of the various treatment options. She verbalized understanding of everything and is in agreement with the plan of care. All of her questions were answered to her satisfaction prior to leaving the office today.

**Jay P. Shah, MD**  
Assistant Professor  
Dept. Of Orthopaedic Surgery  
Sports Medicine Service  
UT Southwestern Medical Center  
Office: 972-669-7179  
Fax: 972-669-7017

#### **Progress Notes**

Shah, Jay Pravin, MD (Physician) • SPORTS MEDICINE

Note entered in error

#### **Instructions**

☒ Return for Imaging Results.

After Visit Summary (Automatic Snapshot taken 5/9/2021)

#### **Additional Documentation**



Thomas, Abigail N (MRN 91409517) DOB: 07/01/1985

Encounter Date: 05/04/2021

Vitals: BP 143/91 ! (Abnormal) (BP Site: Upper Arm, Right) Pulse 92  
Temp 36.6 °C (97.8 °F) (Wrist) Ht 5' 1" (1.549 m) Wt 263 lb (119.3 kg) BMI 49.69 kg/m<sup>2</sup>  
BSA 2.27 m<sup>2</sup>

Flowsheets: Infection Risk Screen, Patient Identified, Vitals, Vitals, Vitals, Anthropometrics

Encounter Info: Billing Info, History, Allergies, Detailed Report, Reviewed This Encounter, Eye Exams,  
Dialysis History

## Communications

✉ Letter sent to Stephen Tyler Drye, MD and Ryan Scott Hays, MD  
Sent 5/10/2021

## New Media

Scan on 5/13/2021 1010 by Miranda, Gomez (Him): General Outpatient Clinic Review of Systems -  
05/04/2021

Scan on 5/13/2021 1010 by Miranda, Gomez (Him): General Outpatient Clinic Review of Systems -  
05/04/2021

## Orders Placed

XR KNEE LEFT COMPLETE W/PATELLA (Resulted 5/4/2021)  
XR KNEE RIGHT COMPLETE W/PATELLA (Resulted 5/4/2021)  
XR TIBIA FIBULA RIGHT 2 VIEWS (Resulted 5/4/2021)  
CT LOWER EXTREMITY RIGHT W IV CONTRAST  
XR ARTHROGRAM KNEE RIGHT

## Medication Changes

As of 5/9/2021 10:56 PM

None

## Visit Diagnoses

Internal derangement of right knee M23.91  
Pain of right tibia M89.8X6  
Right knee pain, unspecified chronicity M25.561

## Current Clinic-Administered Medications

None

# Results

XR TIBIA FIBULA RIGHT 2 VIEWS (Acc#:R3676296) (Order 440119666)  
 XR KNEE LEFT COMPLETE W/PATELLA (Acc#:R3676482) (Order 440132355)  
 XR KNEE RIGHT COMPLETE W/PATELLA (Acc#:R3676483) (Order 440132368)

## Result Information

Status: Final result (Exam End: 5/4/2021 2:37 PM) Provider Status: Open

## Impression

### IMPRESSION:

Minimal degenerative change of the medial compartment of the right knee. Minimal bilateral patellofemoral joint degenerative changes and small effusions. Minimal lateral patellar tilts bilaterally

Kellgren Lawrence system for osteoarthritis severity (0 least to 4 worst): Grade 1 bilaterally

RECOMMENDATIONS: No additional recommendations.

Final Signed by Avneesh Chhabra, MD Signed on 5/4/2021 2:46 PM

## Narrative

EXAM: XR KNEE LEFT COMPLETE W/PATELLA, XR KNEE RIGHT COMPLETE W/PATELLA, XR TIBIA FIBULA RIGHT 2 VIEWS

HISTORY: 35 years -old Female with pain

TECHNIQUE: XR KNEE LEFT COMPLETE W/PATELLA, XR KNEE RIGHT COMPLETE W/PATELLA, XR TIBIA FIBULA RIGHT 2 VIEWS

COMPARISON: None

## PACS Images

➤ Show images for XR KNEE LEFT COMPLETE W/PATELLA

## Result History

Order Result History Report

## Reason for Exam

pain

Dx: Right knee pain, unspecified chronicity [M25.561 (ICD-10-CM)]

## Exam Information

Patient Name	MRN#	Legal Sex	DOB
Thomas, Abigail N	91409517	Female	7/1/1985

## Protocol Summary

This study doesn't have any protocol information

## Encounter

View Encounter

## Patient Images

➤ Show images for Thomas, Abigail N

## Order Report

 Order Details

## Result Report

[Link to Printable Result Report](#)

## Link to Procedure Log

[Procedure Log](#)

## Patient Release Status:

This result is viewable by the patient in MyChart.

## Last viewed in MyChart:

5/4/2021 3:08 PM

## By:

Abigail N Thomas

UT Southwestern Medical Center

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