

# Clover is your partner in health.

## **PAYMENT DISPUTE UPHOLD LETTER Non-Contracted Provider**

Sample Provider  
1234 State Street  
Smalltown, ST zip

**Member Name:** John Doe  
**Date of Service:** 08/12/2018  
**Total Billed Amount:** 2560.00  
**Claim #:** 0123456789  
**PDR Received Date:**  
**PDR Case #:** 12351243

November 28, 2018

Dear Provider:

Clover Health received a payment claim dispute regarding the claim referenced above. Upon careful review of this dispute, we have determined that the initial claim payment decision is being upheld for the following reason(s):

<Determination Rationale>

This payment dispute is now closed. If you believe that this determination is not correct, you have the right to file a complaint with 1-800-MEDICARE.

If you have any questions or additional information regarding the resolution of this dispute, please contact our Provider Services at (877) 853-8019, Monday thru Friday from 9 am to 5 pm EST. Please use the PDR Case ID Number listed above to reference the case.

Thank you,

Clover Health

Clover Health is a Preferred Provider Organization (PPO) plan and a Health Maintenance Organization (HMO) plan with a Medicare contract. Enrollment in Clover Health depends on contract renewal.

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