

APPEAL / RECONSIDERATION REQUEST  
(Complete Clinical Documentation Attached)

Date:	25 May 2025
To:	Claims Review Department – Athenahealth
Re:	Claim Denial — “Claim/service lacks information – clinical notes missing.”
Patient / Claimant:	John Doe
Date of Service:	09 May 2025
Provider:	Dr. Angela Smith, MD — NPI 1234567890
Claim Amount:	\$1,040.00
Service Rendered:	Outpatient professional consultation for acute febrile illness

1 Reason for Appeal

Athenahealth’s EOB dated //2025 denied the above claim with the remark “**Claim/service lacks information – clinical notes missing.**” This appeal supplies the full encounter note, labs, and coding sheet that were unintentionally left out of the original 837P submission.

2 Materials Enclosed

1. **Signed encounter note** (4 pages) — history, exam, assessment, plan
2. **Triage/vital-sign sheet** (1 page)
3. **Lab results** — CBC, CMP, rapid viral panel (2 pages)
4. **ICD-10 & CPT coding sheet** (1 page) — ICD-10: **R50.9, R53.81**; CPT: **99214**
5. **Provider attestation** confirming medical necessity and accuracy

3 Medical Necessity & Coding Rationale

- Patient presented with **fever 101.8 °F, malaise, and tachycardia**. Differential included influenza-like illness, early sepsis, and drug reaction.
- **Moderate-complexity MDM** per 2025 AMA E/M rules:
  - **Data:** same-day chemistry panel and viral testing ordered/reviewed
  - **Risk:** systemic symptoms requiring labs and close follow-up
- CPT **99214** aligns with AMA E/M grid; ICD-10 codes are symptom-specific and fully supported by the attached clinical note.

4 Corrective Action Taken

- All missing documentation is attached with this appeal.
- EHR-to-Athena submission settings were audited and updated to ensure future clinical notes transmit with 837P files.

5 Request

In accordance with **Athena Provider Manual § 3.2.4 “Documentation Corrections & Resubmissions,**” we respectfully request **reversal of the denial and full payment of \$1,040.00.**

If additional information is required, please contact me at **(555) 555-1234** or **billing@smithim.org**.

Thank you for your prompt reconsideration.

Sincerely,  
  
**Dr. Angela Smith, MD**  
Internal Medicine — NPI 1234567890  
123 Health Way, Suite 200, Anytown CA 94000

Fax: (555) 555-9876

**Billing Contact:**  
**Jane Kelley, CPC** — Revenue Cycle Manager  
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**Attachments:** Encounter note (4 pp), vitals sheet, lab results, coding sheet, provider attestation