

Sample Appeal Letter: Client Does Not Need High-Tech Device

(DATE)

(INSURANCE NAME)

(INSURANCE ADDRESS)

(INSURANCE CITY, STATE ZIP)

RE: (FULL NAME OF CLIENT)

DOB: (DATE OF BIRTH)

To whom it may concern:

I recently submitted a request for purchase of the (DEVICE NAME) for my client, (CLIENT's NAME), who has a medical diagnosis of (DIAGNOSIS) and a speech-language diagnosis of (DIAGNOSIS). These diagnoses have left (HIM/HER) functionally nonverbal and unable to adequately express (HIS/HER) medical needs in an effective way without the use of Augmentative-Alternative Communication (AAC). As outlined in the AAC Evaluation Reported dated (DATE OF YOUR ORIGINAL REPORT), it is medically necessary for (CLIENT) to have access to a speech-generating device (SGD) so that (HIS/HER) medical needs can be expressed and met. (DOCTOR's NAME) was in agreement with my recommendation for purchase of the (DEVICE NAME) as the most cost-effective solution for meeting (CLIENT's) current medical communication needs.

On (DATE), I received notice that the E2510 (DEVICE NAME) was denied due to the following explanation:

(*INSERT THE WORDING TO MATCH WHAT WAS SAID IN YOUR DENIAL DOCUMENT)

I am appealing this decision based on the following information:

- *(Discuss the client's previous use of low-tech devices and provide concrete examples of limitations such as 1) no access to spontaneous and novel utterance generation, 2) low-tech devices require pre-programming or pre-determination of required messages which is difficult, if not impossible to accomplish due to the ever-changing communication needs from moment-to-moment; it is nearly impossible to anticipate what CLIENT might need to say at any given time, and 3) low-tech options offer a minimal number of potential messages which limits options for communication.)*
- *(Create a chart like the one below to show the low-tech device options and their limitations.)*

Low-Tech Device Tried or Considered	Limitations

- *(Explain how low-tech options are often used to facilitate cause/effect and basic choice-making for beginning communicators and how these skills have already been firmly established for CLIENT.)*
- *(Explain the client's current stage of language development and needs for growth including novel utterance generation and access to a variety of unlimited vocabulary to express what he/she wants to say. Provide examples of these types of utterances, using the data you collected during the trial. Provide details such as the communication environment, communication partners, messages he/she was able to generate, etc. then compare that to his/her communication attempts/abilities in those same environments without use of the device. It can be helpful to make a chart illustrating these points and then provide a narrative description below it explaining how the data*

show that CLIENT needs a high-tech device to ensure his/her medical needs are met by allowing him/her access to vocabulary for generating novel utterances across changing environments and different communication partners.)

If further information is needed to substantiate this request, please contact me. Thank you for your time.

Sincerely,

(YOUR NAME AND CREDENTIALS)

(TITLE)

(EMPLOYER NAME)

(EMPLOYER ADDRESS)

(EMPLOYER CITY, STATE, ZIP)

(PHONE)

(FAX)

(EMAIL)