



ANDREW B SHARP  
212 THOMPSON SQ  
MOUNTAIN VIEW CA 94043

Dear Andrew Sharp,

This letter is to acknowledge and respond to a recent correspondence regarding billing activity that occurred on your account 9069055 with Palo Alto Medical Foundation. Please accept my sincere apologies for any inconvenience caused by these issues.

I can confirm that the charges for the date of service 02/16/2023 were sent for review on 04/12/2023 and a response was received back on 05/16/2023. The results from the review are as follows:

In reviewing the documentation the coding team has determined the current coding is correct. Documentation supports the services and no changes were needed. This is the lowest level of service for a consult. Per the insurance you owe as part of your deductible. If you feel your insurance should have covered these services differently, I would recommend contacting your insurance provider as they have processed your services as a result of your plan benefits.

Once again, we sincerely apologize for any inconvenience and frustration this issue may have caused. We do appreciate and thank you for your time and patience regarding this matter. If you have any further questions regarding this or any other billing issue, please feel free to contact us at 877-252-1777. We are available 5 days a week Monday through Friday 7:00 a.m. To 5:00 p.m. We look forward to assisting you in the future.

Sincerely,

Patient Service Center Representative  
Palo Alto Medical Foundation Billing Department