

11/15/2012

Dear Patient:

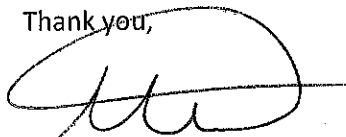
Our goal is to provide you with courteous and professional care. We strive to help people with neurological problems. Part of this care is ordering diagnostic testing, including MRI scans. Recently, certain commercial insurance carriers are denying MRI and CT scans. Some commercial insurers are denying 100% of the MRI or CT scan that I order.

We perform a thorough history and physical examination. Review any previous test results and then, we use our best judgment to provide you with the best assessment and recommendations we can to help you. Sometimes you and I need MRI scans to find out what the problem is and come to a diagnosis. I do not own and I am not compensated by any MRI companies. My only interest in ordering MRI or CT scans is to try and help you.

When an MRI or CT scan is ordered some insurance companies require preapproval. We spend the time to communicate with the insurance company and send in the consultation report outlining why an MRI is necessary for your care. Certain insurance companies are instantly denying your MRI or CT scans even though we have sent in all the required documentation. They say you need a "peer to peer review." This means waiting on hold over the phone to talk to your insurance company's doctor, who is generally out of state, who has never seen you and doesn't know me. This process generally takes me and my office staff 30 to 45 minutes. This is unacceptable. There are not enough neurologists in Oklahoma to see all the patients with neurological problems and to ask us to spend that much time away from patient care is unacceptable.

If your MRI or CT scan, that I have ordered, is denied by your insurance company, it is not our fault. I know it is disappointing to you, but it is also disappointing to us. We want to help you. Please do not blame us for this situation because we are powerless.

Thank you,



Dr. Pitman

Please sign below to affirm that you have been provided with this letter.

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Name

Date