

Keeping Track of Communication

Keeping a written record of every single letter, phone call, email, and in-person conversation related to your appeal is very important. Try to write about each contact immediately after they happen while they are fresh in your memory.

Here you can see the example that shows the date of the communication, what format it was in, who initiated the contact, and what was communicated.

FOR EXAMPLE:

<i>Date</i>	<i>Type of Contact</i>	<i>From:</i>	<i>To:</i>	<i>Summary:</i>
3/04/2011	Letter	Aetna	Me	Claim for my MRI has been denied.
3/07/2011 (10 AM)	Phone Call 206-626-1234	Me	Dr. Wilson's office. Spoke with Carol T.	Called to ask if claim was billed properly. It was. Notified Dr. I would be appealing the denied payment.
3/08/2011	Phone Call 425-555-1234	Me	Aetna. Spoke with Ruth Johnson	I asked for clarification on how long I would have to file an appeal. Was told 180 days (mid-August). I asked who I should send an appeal to, and was told the address is on the first letter I received.
3/18/2011	Phone Call 800-562-6900	Me	Office of Insurance Commissioner. Spoke with Jane P.	Was told to file my appeal with Aetna, and that I could file an additional appeal after that if my first one was denied.

<i>Date</i>	<i>Type of Contact</i>	<i>From:</i>	<i>To:</i>	<i>Summary:</i>

