



November 19, 2019

Robert Kotler, MD
436 N Bedford Dr.
Suite 201
Beverly Hills, CA 90210-4312

Dear Robert Kotler, MD,

We are responding to your letter addressed to Tasia B., Executive Inquiry Coordinator. Thank you for taking the time on October 19, 2019 to express your concern with claims processing.

You have requested the review and further reimbursement of CPT code 30999-BR, on claim number xxxxxx. We are pleased to advise your request has been approved.

Upon further review of the claim allowance, it was determined that the claim processed incorrectly. Procedure 30999 should have allowed per Term 9.1 Standard Fee Schedule at 40% of billed charges which would have been \$270. The claim has been reprocessed accordingly, and once finalized you will receive an updated Explanation of Benefits (EOB).

If you have general questions about the member's plan benefits, please contact Provider Customer Service at (800) 541-6652. If you have specific questions about this concern, please contact me directly at the number below.

Sincerely,

A handwritten signature in black ink that reads "A. Vel".

Amanda V., Executive Inquiry Coordinator
Grievance Department
(916) 350-6231