**INSTRUCTIONS**:

This template letter to your health insurer may be used to formally request a single case agreement.

**TEMPLATE**:

Date

Member: [patient]

Member DOB: […]

To Whom It May Concern:

This is to request a single case agreement for coverage of \_\_\_\_.

* Describe the care you require
* Describe the obstacles you have encountered, for example, denials, delays, no in-network provider
* Describe what you have done to overcome the obstacles, for example, calls with customer service reps, filing formal complaint

Access this care is now urgently required and a “single case agreement” can resolve [HEALTH INSURER’s] responsibility for coverage of this care on the same basis as any other in-network, timely services.

Please respond in writing with your confirmation of coverage and the specific terms of that coverage, including:

* Describe the care you require
* The provider of that care
* The currently expected duration of that care

I believe it is in the best interest of all parties involved to work together to address this important issue. By facilitating this single case agreement, you can help to ensure that I receive the care needed without unnecessary delays.

I look forward to your response within 10 business days of your receipt of this letter.

Thank you.