**ST- Sample Letter of Medical Necessity for CPT® Code 97760, Orthotic(s) management and training**

*This service is typically provided the day that the patient’s custom orthotics are dispensed. The code description includes “assessment and fitting when not otherwise reported), upper extremity(ies), lower extremity(ies) and/or trunk, initial orthotic(s) encounter, each 15 minutes” Sometimes, even when the custom orthotics are not covered by the plan, other ancillary services are covered. When necessary, this service describes the additional time needed to fit the orthotics and instruct the patient in their use. This code is billed in addition to other services and is time-based for coding purposes. This template letter describes important information that may be required when appealing a denial for this code, or when seeking pre-authorization. Customize this letter to describe the specifics of your patient encounter.*

Date

XYZ Insurance Company

123 Anywhere Drive

Anytown, NY 12345

RE: Mary Goodpatient ID#: 987654321

I am writing to provide the clinical justification you require to support my decision to provide orthotics management and training to Ms. Goodpatient in conjunction with her individually designed functional orthotics.

Ms. Goodpatient presented to our office on [date] and on that day received her orthotics that had been measured and ordered on [date]. On the date of the orthotics management and training, Ms. Goodpatient had her individually designed functional orthotics dispensed to her, and the following services were rendered:

• Her wearing schedule and instructions for care were given

• Proper fitting into the shoes was assured and trimming was performed

• Gait and station were examined

• [Add any other services here that were performed]

Given that 97760 is a timed code, it should be noted that approximately [number of minutes] were spent face to face with the patient performing this service. I have attached my office note for the day indicating the services that were rendered and the time that was spent.

Thank you for reconsidering the necessity of this service. I look forward to receiving payment as soon as possible.

Sincerely,