

Cigna
Appeals
PO Box 188062
Chattanooga, TN 37422



March 10, 2023

Tatyana Busel Jongsma
851 Brightwaters Blvd NE
Saint Petersburg FL 33704-3719

RE: Cigna Health Management, Inc. on behalf of Cigna Health and Life Insurance Company

Name: Sophia Jongsma
ID #: 107120746
Provider: Medway Air Ambulance
Dates of Service: 06/28/2022
SR #: 1457315794

Dear Tatyana,

On October 20, 2022, we received an appeal request concerning our decision to deny procedure codes A0430-II (Ambulance service, conventional air services, transport, one way (fixed wing)) and A0435-II (Fixed wing air mileage, per statute mile) billed with diagnosis code S38.1XXA performed on June 28, 2022 by Medway Air Ambulance as not medically necessary.

Appeal Decision

After reviewing the appeal, I'm pleased to tell you that coverage for procedure codes A0430-II and A0435-II performed on the above date is approved. These services are covered subject to your benefit plan coverage provisions at the time the service is provided. All the original information in your file, the information submitted with this request and the terms of your benefit plan were reviewed. I've now made the necessary arrangements to reprocess the claim.

At this time, we will approve coverage for the services listed above due to our failure to meet Massachusetts state compliance timeframes. This is not a determination that the services in question are authorized under your benefit plan, it is an administrative reversal. If a determination is not made within the timeframes specified under Massachusetts law, reversal of the underlying denial decision is required.

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More About The Decision

This decision was made on March 9, 2023 by Mark Carl S., Appeals Processor.

Questions

If you have any questions, please write to us at:

Cigna National Appeals Organization (NAO)

Attn: Appeals

PO Box 188062

Chattanooga, TN 37422

You may also call our Customer Service Department at the toll-free number listed on your ID card. We'll be happy to help you.

Sincerely,

Mark Carl S.

Appeals Processor

Enclosures: Non-Discrimination and Language Assistance Notice

c: John W. Shamblin, Esq.