

Healthcare billing error apology message

Subject: Important Billing Correction - Immediate Action Taken

Dear [Patient Name],

I am writing to address a billing error on your recent statement dated [Date] for services provided on [Service Date]. Our billing review has identified that your account was incorrectly charged.

The error involved [specific issue - insurance coverage miscalculation/duplicate procedure billing/incorrect code application], resulting in an overcharge of \$[Amount]. This mistake occurred during [billing process step] and does not reflect the high standards of accuracy we strive to maintain.

We have taken immediate corrective action by adjusting your account and processing a refund of \$[Amount]. You will receive this refund via [method] within [timeframe]. We have also updated your insurance information and verified all coding to ensure accuracy going forward.

Additionally, we have provided your insurance company with the corrected claim information to prevent any impact on your coverage or benefits.

We sincerely apologize for any stress this billing error may have caused during your recovery. Our goal is to focus on your health and wellbeing, not create additional concerns about billing.

Please contact our patient billing department at [phone number] if you have any questions or need clarification about your account.

With our apologies and best wishes for your health,

[Name]

Patient Billing Manager

[Healthcare Facility]

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