

Casual apology for insurance coverage error

Subject: Sorry About the Insurance Mix-up

Hi [Patient Name],

I wanted to personally reach out about the confusion with your insurance coverage during your recent visit.

It turns out there was an error on our end when verifying your benefits, and we incorrectly told you that [specific service] wasn't covered by your plan. I've since confirmed with your insurance company that it actually is covered under your current policy.

We've already resubmitted the claim correctly, and you should see the adjustment on your next statement. If you paid out-of-pocket for this service, we'll process your refund within the next few days.

Sorry for the hassle - I know dealing with insurance stuff is already complicated enough without errors from our side.

Thanks for being patient with us while we sorted this out.

Best,

[Staff Member Name]

[Medical Practice Name]

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