

Insurance Pending Letter

Subject: Update on Your Account - Insurance Processing Delay

Dear [Patient Name],

We're writing to update you on the status of your account for services received on [Date].

We submitted a claim to your insurance carrier, [Insurance Company Name], on [Date]. However, we have not yet received payment or a response from them. This delay may be due to various reasons such as additional information requirements, claim review processes, or administrative backlogs.

Current Status:

- Total charges: \$[Amount]
- Insurance claim submitted: [Date]
- Days pending: [Number]

At this time, no payment is required from you. We are actively following up with your insurance company and will continue to do so until we receive a response. We will contact you immediately if your insurance company determines that you owe a deductible, co-payment, or any portion of the balance.

If you have any information about your insurance coverage or if you've had any communication with your insurance company regarding this claim, please contact our billing office at [Phone Number]. Sometimes patient inquiries can help expedite the claims process.

We appreciate your patience as we work through this insurance matter. Rest assured that we are committed to resolving this as quickly as possible.

If you have any questions, please don't hesitate to reach out.

Sincerely,

[Practice Name]

Billing Department

[Contact Information]

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