

2/13/24

To Whom It May Concern,

I am writing this letter to discuss the significant impact the delay in care has on me. In March 2023 I had a MACI and TTO procedure on my left knee. In August 2023, I had another procedure on my left knee to remove the scar tissue that had built up, despite me explicitly following my physical therapy care plan and recovery directions. In December 2023, I was issued a denial for any future physical therapy care.

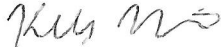
At the time of writing this letter (January 2024), I am still awaiting a response from Regence on the second appeal submitted in response to the denial of care. I am presently dealing with limited functionality that impacts my daily activities, and the delay in care is exacerbating these limitations. I struggle to walk down stairs comfortably, my knee becomes fatigued after walking more than a half mile, and I struggle to crouch down to the floor and stand up. These limitations impact me on a daily basis with something as simple as completing chores around my home. Additionally, I cannot jump or jog, so being a pedestrian has proven to be unsafe at times.

I would also like to express my frustrations with the delay in care and process for authorization in terms of its impacts on me. Up until the denial, I've been guided through my post-op care by phenomenal healthcare professionals. I take my personal role in my recovery very seriously. However, given the scale and complexity of my surgery, I am still far from operating at 100% in terms of daily activities. The abrupt denial of care has had a significant, negative impact on my progression towards full recovery. Prior to my denial of care, I was progressing toward a new phase of my care that would get me closer to fulfilling my daily activities with ease. My progress toward that has halted. Without further physical therapy care, I will continue to move through daily activities with difficulty, which is extremely frustrating given my surgeon confirmed many times that with the right post-op care a full recovery is completely attainable. The denial and overall delay in care is making that full recovery unattainable.

I appreciate your attention to this matter and am optimistic about future improvements regarding patient access to necessary care.

Sincerely,

Kelly Miller



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