

**Request for GAP or In-Network Exception to see out of network Dr Fran Kendall**

(NPI# 1881658300, Tax ID 01-0646511)

Date: \_\_\_\_\_

Date of Appointment: \_\_\_\_\_

Patient: \_\_\_\_\_

Patient DOB: \_\_\_\_\_

Member ID: \_\_\_\_\_

Group ID: \_\_\_\_\_

To whom it may concern:

Your customer/member who had appointment(s) with Dr Kendall in the past is requesting a GAP or In Network Exception so that their upcoming follow up appointment with Dr Kendall will be treated and reimbursed as though seeing an in-network physician. The fee you will reimburse is no more than what you reimburse any in-network physician, but your patient will obtain world renown expertise and will have far fewer complications or testing.

The appointment will involve:

Primary ICD10 Code:

Secondary ICD10 code, if one exists:

As an insurance company you should have in your database every ICD code ever assigned to this person by their previous medical professionals. If you require medical records, please contact your customer/member for them to supply.

We request in network benefits be granted for their appointment with Dr Kendall. The fee you will reimburse is no more than what you reimburse any in network physician. We request this GAP exception due to any/all of the following reasons:

- no local providers that have the skills and specific training as Dr Kendall to correctly and accurately evaluate a person with such a constellation of complex medical issues;
- no local super sub-specialists specifically certified or trained like Dr Kendall (less than 20 specialists like her in the country);
- no local clinical biochemical geneticists that are focused on or trained within these complex disorders and if by chance you believe a super sub-specialist like Dr Kendall exist locally:
  - you are supporting their conflict of interest issues or self-referral issues with the testing they order as they often own, are affiliated with, or have a financial interest in the laboratories that they self-refer their testing into,
  - you are making your customer wait many months or even years for an appointment,
  - they often refuse new cases,
  - you are forcing your customer into a catch 22 since other providers refuse cases unless the case is already diagnosed; which Dr Kendall does not demand since she actually diagnoses patients,
  - you will limit your customers management since others often refuse to see patients in follow-up/ongoing management,
  - you are supporting much higher fees in consulting and laboratory work.

Be careful, many insurance companies incorrectly identify Dr Kendall as a Neurologist, Pediatrician, or routine Medical Geneticist, which she is not and is woefully incorrect. Comparing Dr Kendall to a Medical Geneticist is like saying a Cardiothoracic Surgeon is just a Cardiologist.

Dr Kendall is a super sub-specialist, Harvard trained physician with a 25+ career specialized in Metabolic, Mitochondrial, and Inherited Disorders. She is a board certified Clinical Biochemical Geneticist that founded VMP Genetics which provides Direct Patient Care, Education, and Physician Support Services to hospitals and institutions around the country. She also founded the very first mitochondrial disease clinic in the US, sits on the Medical Advisory Board of an international foundation, founded one of the first commercial laboratories in the world focused on metabolic and mitochondrial disorders, has written chapters on these disorders for medical texts, authored numerous research articles, is a guest lecturer at medical schools and nursing schools, is a frequent guest speaker at international medical conferences, acts as an expert witness in Federal and State court cases, and has appeared on national news to offer expert medical opinions. If interested or necessary, a more detailed list is available or you may review her website for details.

**VMP is the only facility in the country** focused on these complex patients who are strictly a clinical practice **with no laboratory affiliation or financial incentive in the tests they order.** ALL other faculties & practices with her level of expertise have a direct or indirect incentive in the tests they order. Without a laboratory affiliation our testing is typically performed within your contracted laboratories further reducing costs. Dr Kendall is far more skilled and knowledgeable than to “throw things at a wall to see what sticks” which only drives up the costs by ordering excessive or unnecessary testing.

**Dr Kendall's office is highly in demand worldwide, only provides follow up appointments for patients that require them, and does not see patients that no longer needs her specialized care.**

Increased costs, morbidity and mortality for your customer/member often result by a local physician's lack of knowledge & training within these very complex areas of specialized medicine. A troubling trend are physicians without Dr Kendall's knowledge and training ordering complex genetic tests that they cannot interpret or understand. They are strictly relying on the laboratories to tell them if there is a disease causing issue but that is not sufficient as often the results require Dr Kendall's skills to determine if the results are indeed disease causing or benign in the context of clinical features. All too often complex testing results are misinterpreted by other physicians leading to the lack of treatment to your customer/member. Dr Kendall is well versed and trained within these areas and will conduct an extensive evaluation over numerous days.

Her cost-effective approach works toward alerting patients and their primary care providers to problems presymptomatically which reduces costs and prevents morbidity surrounding those issues while improving the quality of life for the affected individual. Her reasonable fee includes:

- Prior to the meeting she gathers current issues/information and integrates it into existing information from patient's last appointment;
- Conducts an in-depth review of the patient's complex & extensive medical and family history;
- Reviews past consult notes;
- Reviews all new lab results to date;
- If warranted, consults with physicians involved with the patient's care;

- Conducts an extensive 60+ minute discussion one on one with the patient in her clinic office or via telemedicine;
- Conducts an extensive Review of Systems;
- Determines if any complex testing or treatment changes are required,
- Orders any testing in an economical stepped approach so as to limit the testing and their costs to only what is required. May suggest to the local care provider any testing. We encourage local providers to contact us if they have any questions regarding the suggested testing;
- The patient will receive a brief summary of testing results that were ordered after all testing is completed. Dr Kendall will be available by appointment to further discuss the testing results as needed ;
- Dr Kendall will create a detailed note of the discussion which will include a management or treatment plan. Distribute note to the physicians involved with the patient's care.
- Reduce overall costs by providing patients with resources and information so they are armed to make appropriate decisions about their health.

The reasonable fee (excluding any required testing) for this complex and extensive follow up lasting 60+ minutes plus extensive review of medical records is:

**\$425 total billed under CPT Codes:**

**1 unit of 99215 (\$275) & 2 units of 99417 (\$75 ea)**

The above CPT codes will be used in the claim form we will provide your customer/member after their appointment. They will file the claim directly with you. Please reimburse your customer/member directly as they will have paid us for our services at the time of the appointment. The CPT Codes are the closest match in time, complexity, and services rendered.

**Considering the above advantages of improving your customer's healthcare & treatment while at the same time reducing and controlling costs for you, we request you grant in network benefits to your member.** If you have any questions, please contact Dr Kendall as she will be glad to answer any questions.

Sincerely,

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Patient/Guardian signature



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Fran D. Kendall, M.D.

Founder, Managing Director

Clinical Biochemical Geneticist

Adjunct Assistant Professor, University of Georgia