

Date: [Date]

To: [Patient Name]

Address: [Patient Address]

Claim Number: [Claim Number]

Policy Number: [Policy Number]

Subject: Delay in Processing Claim - Pending Medical Records

Dear [Patient Name],

We are currently reviewing your insurance claim dated [Claim Date]. At this time, we are unable to complete the processing of your claim because we have not yet received the required medical records from [Healthcare Provider/Facility Name].

We requested these records on [Request Date]. Our team is following up with the provider to expedite the retrieval process. Once the necessary documentation is received and reviewed, we will finalize the assessment of your claim.

No action is required from you at this time. However, you may contact your healthcare provider directly to encourage the release of these records to speed up the process.

We apologize for this delay and will notify you as soon as a decision has been made. If you have any questions, please contact our claims department at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Department Name]

[Company Name]