FORM LETTER A

(*Name*)
(*Street Address*)
(*City, State Zip*)

(*Date*)

(*ETR Coordinator*)
DSHS
(*Street Address*)
(*City, State Zip*)

RE: ETR request for tori (calcium deposit) removal, Client ID # (*XXX*)

Dear (*ETR Coordinator*),

I am requesting an Exception to Rule (ETR) for the denial of my request for coverage of tori (calcium deposit) removal. The Health and Recovery Services Administration (HRSA) denied my request for this dental procedure because you do not cover it under WAC 388-535-1265(2)(y).

My dentist, Dr. Jane Smith, told me I have large calcium deposits on my lower jaw. If I do not have them removed, I cannot have dentures placed in my mouth. I have diabetes and very specific dietary needs. Without dentures, I would have no teeth. I would be unable to chew fruit and vegetables. I would be unable to manage my diabetes. My health would be at risk.

I meet all the ETR requirements for medical services under WAC 388-501-0160:

1. State law does not exclude Tori removal.

2. Tori removal falls within accepted standards of good medical practice.

3. Tori removal will result in a lower overall cost of care. With dentures, I am less likely to develop jaw disorders requiring further dental treatment. If I can manage my diabetes, I am less likely to need emergency medical care.

4. My clinical condition is different from the majority. Unlike other people, I have multiple medical conditions that could get worse if I do not get coverage for this dental procedure. The dentures would help me from developing painful jaw problems. They would help keep my diabetes under control.

5. No other, cheaper Medicaid service or item would meet my needs as well. Other medical services DSHS would pay for would not work for me. If I do not have the calcium deposits removed, the dentist cannot make denture molds for my mouth. There are no alternative services or procedures.

To support this request, I have included statements and medical records from my dentist and primary care doctor. Thank you for considering my ETR request. I look forward to hearing from you soon.

Sincerely,