

# DENIAL OF CLAIM NOTIFICATION

Aetna, a CVS Health Company P.O. Box 14079, Lexington, KY 40512-4079

**Date:** April 18, 2026 **Member Name:** James Robert Patterson **Member ID:** AET-W92-550183746 **Group Number:** GRP-FL-83201 **Claim Number:** CLM-2026-0418-55018 **Date of Service:** March 30, 2026  
**Provider:** Dr. Ananya Desai, MD — Sunshine Endocrinology & Diabetes Center **Provider NPI:** 5556667778  
**Procedure/Supply Codes:**

- HCPCS A9278 (CGM sensor, 1 month supply)
- HCPCS S1037 (CGM transmitter) **Billed Amount:** \$1,285.00 **Allowed Amount:** \$0.00 **Member Responsibility:** \$1,285.00

## Notice of Adverse Benefit Determination

Dear James Robert Patterson,

This claim has been **denied**.

### Reason for Denial

#### Denial Code: NC-302 — Non-Covered Service Under Plan Benefits

The continuous glucose monitoring (CGM) system and supplies are **not a covered benefit** under your current plan.

Per plan document (Plan ID: GRP-FL-83201, Section 8.2 — DME and Supplies):

*"CGM devices are covered only for members with Type 1 diabetes or Type 2 diabetes on an intensive insulin regimen of 3+ daily injections or an insulin pump. Members with Type 2 DM on basal insulin alone do not meet coverage criteria."*

Based on documentation submitted:

- Diagnosis:** Type 2 DM (ICD-10: E11.65)
- Current regimen:** Insulin glargine 32 units at bedtime (basal only, 1 injection/day)
- Other meds:** Metformin 1000mg BID, Empagliflozin 25mg daily

Since the member is on a single daily injection (basal only), the CGM exclusion applies.

### Clinical Note

This denial is based on **plan benefit design**, not medical necessity. CGM may have clinical value, but the plan does not extend coverage to this scenario.

### Your Appeal Rights

Appeal within **180 days**. Submit: updated prescriptions if regimen changed, plan interpretation arguments, or medical exception request with documented hypoglycemia episodes.

**Submit to:** Aetna Appeals, P.O. Box 14079, Lexington, KY 40512-4079 | Fax: (800) 555-0388

Sincerely, **Mark A. Sullivan**, Benefits Administration Specialist, Aetna

*No physician reviewer participated in this coverage determination.*