



March 21, 2009

Joseph Greiner
350 Deep Dale Drive
Norwalk, OH 44857-9796

Patient Name: Joseph Greiner
HIC#: 524393992T
Claim Key: 1275818
Dates of Service: 4/25/2008-5/19/2008
Provider Number: 360180
Provider Name: Cleveland Clinic Foundation
Attending Physician: David Goldfarb, MD

Dear Mr. Greiner:

Thank you for your interest in the review process. We at Ohio KePRO are dedicated to improving the quality of care delivered to Medicare beneficiaries in Ohio. Our responsibility includes a review of medical records to determine whether services meet medically acceptable standards of care, are medically necessary, and are delivered in the most appropriate setting.

This letter is a follow-up to a previous correspondence of October 6, 2008, concerning Ohio KePRO's review of the health care services provided to you during the dates of service listed above.

During the course of our review of your case, Cleveland Clinic Foundation sent a copy of the complete medical record to Ohio KePRO. The attending physician and the provider were given an opportunity to respond to Ohio KePRO's findings regarding care.

We have carefully examined your concerns and conducted a thorough review of the medical records pertaining to the services received. The services that were the subject of the complaint did not meet applicable professionally recognized standards of health care. Ohio KePRO's review has identified an opportunity for improved care.

Unfortunately, Ohio KePRO was unable to obtain consent from the involved physician to release the details of the review. This is not meant to imply that there were any quality of care issues found. When quality issues are found, Ohio KePRO provides education and feedback to the involved provider or practitioner.

Thank you for calling attention to what you believed was a quality problem. We appreciate this opportunity to work with you.

Please note that the information in this letter concerning the provider referenced above is confidential and cannot be disclosed to another party, unless the provider's identity is not disclosed or the provider consents to the release of this letter.

If you have any questions, please contact:

Scott
Ohio KePRO
Rock Run Center, Suite 100
5700 Lombardo Center Drive
Seven Hills, OH 44131
(800) 589-7337, Extension 2229

Sincerely,

A handwritten signature in black ink, appearing to read "Stuart Chesky", with a long, sweeping underline.

Stuart Chesky, DO, JD
Medical Director

SC/sc/ch