



from Stephanie S Faubion, MD, MBA, FACP, NCMP, IF, Medical Director



## Insurance Denials for Hormone Therapies August 26, 2019

The North American Menopause Society (NAMS) understands the frustration of our members in dealing with insurance denials for hormone therapies. We have heard your request for standardized response letters from NAMS.

As a benefit of membership, we are pleased to provide you with three letters that you can download from the [Member Center](#) of the NAMS website and individualize as needed to address these issues:

- Denials of systemic hormone therapy formulation
- Denials of systemic hormone therapy for patients aged older than 65 years
- Denials of local vaginal hormone therapy formulation

We would like to acknowledge and thank long-time NAMS member Dr. Cheryl Kinney for advocating for this membership benefit and for sharing her own templates.



“Insurance denials of estrogen are extremely detrimental to patients because they limit access to medications that are safe and efficacious for the treatment of a wide range of menopause symptoms. These denials are also a common, time-consuming vacuum for menopause care providers and their staff,” says Dr. Kinney.

We hope you find these letters helpful in your practice and look forward to any feedback you may have.

**Cheryl Kinney, MD, FACOG, NCMP**