



## Insurance Coaches Program

To whom it may concern:

As most of us know, the reimbursement of medical foods to treat PKU and other inborn errors of metabolism is one of the most pressing issues in our community today. I wanted to let you know about a new resource that is available in the community to help both the NPKUA and your company on reimbursement issues.

Raenette Franco is a certified biller coder specialist (CBCS) who recently launched her own company called Compassion\*Works – M.R.S. (Medical Reimbursement Specialists). Raenette has several years of experience in assisting patients with coverage issues, the most recent at Applied Nutrition/Nutricia where she worked for over 2 years on medical food reimbursement issues. Several patients and registered dietitians found her work to be simply invaluable.

I am pleased to let you know that Raenette has agreed to serve as our Insurance Coaches Consultant/Volunteer to help us launch a program that will train lay volunteers in our community to work with families and adults that are facing insurance issues for medical foods. These volunteers will guide them through the process of contacting their insurance company, submitting appeals, medical necessity documentation, etc. Most of all, these volunteers will provide the moral support adults and families need as they fight their insurance companies. In addition, Raenette has agreed to take on the most complex of these cases for us pro bono. Last but not least, she is also writing materials for us to put on our website to help people navigate the insurance reimbursement process.

I wanted to let you know that Raenette is also available to work with your company on multifaceted insurance processing and medical billing. These services will free office staff for more reimbursement crucial tasks and substantially maximize your company's bottom line for effective medical food coverage and reimbursement services.

Raenette Franco, CBCS, CEO at Compassion\*Works – M.R.S. can be reached at 973.832-4736 or via email at [raenettef@compassionworksmrs.com](mailto:raenettef@compassionworksmrs.com). I hope you will take the time to consider how you may be able to use her services and expertise to ensure your medical food products are getting reimbursed at the highest possible rate for your company and for your customers.

Sincerely,  
Christine

Christine S. Brown, MS, Executive Director  
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