

PATIENT TESTIMONIAL TEMPLATE

Patient Name: Jane Smith
Date of Birth: December 22, 2019
Policy Number: 12345
Claim Number: 6789
Request: Authorization for treatment with [Drug Name]
Diagnosis: Severe Alopecia Areata

January 2, 2024

Dear [ABC Insurance](#),

My name is Jane Smith, and I was diagnosed with severe alopecia areata in August 2017 at the age of 17. I wanted to share my personal experience with alopecia areata to help plead my case and justify why I am an appropriate patient for treatment.

My hairdresser first noticed a small bald patch when I was a senior in high school. Within two months of discovering that first patch, I had quickly lost all the hair on my head. Within four more months, I had lost all hair on my body, including eyebrows and eyelashes. As you can imagine, this was an incredibly traumatic experience for me, especially occurring at what should have been one of the happiest times in my life.

When my dermatologist first diagnosed me, he prescribed a topical corticosteroid to apply to the patches daily. Those patches quickly turned into an entirely bald head, so needless to say, it didn't work. He had also discussed intralesional corticosteroids, but by my second appointment with him, I had lost all my scalp hair, so we knew injections would not be feasible.

I was devastated. I didn't want to go to school. I quit my job as a hostess at a restaurant. My boyfriend and I broke up because I didn't want to leave the house. I was scheduled to start college in the fall of 2018 to study psychology, but I dreaded moving away from home, so I opted to start my studies online while living at home with a local community college. This is not the life I planned.

While I have learned somewhat to live with my condition by wearing wigs, applying make-up, and attempting to appear as "normal" as possible, this disease has severely impacted my mental health. I started seeing a therapist in 2018 to cope with some of my feelings, but the bottom line is I am no longer the same outgoing, confident person I once was. I changed my course of study to work in a field with less interaction with people. I now work as a bookkeeper for a private company. I don't date. I don't go out with friends as much as I once did. I just don't feel comfortable in my own skin.

When I learned about a new, FDA-approved treatment that was finally helping people regrow their hair, I was beyond thrilled. I thought, now I can restart my life again where it left off. Imagine my devastation when my dermatologist's request to start the JAK inhibitor was denied. It felt like I was losing my hair all over again.

I am the ideal patient to start this treatment. I have severe disease, have tried and failed other therapies, and am young and otherwise healthy. Please reconsider your decision and reverse on appeal to allow me to restart my life.

Sincerely,

Jane Smith