

To Whom It May Concern,

I am writing to formally request coverage to allow my child, [Child's Full Name], to receive care from Avela Health, a provider currently outside of our insurance network.

My child has been identified as needing autism-related services, and after careful research, we believe Avela Health is uniquely qualified to meet our child's needs. Their approach is evidence-based, neurodiversity-affirming, and delivered by licensed or credentialed professionals with expertise in autism — something that's extremely hard to find in our area or through in-network options.

Unfortunately, we've been informed that Avela Health is not currently in our plan's network — something I'm asking you to consider changing by adding them to the [Health Plan] network.

A Modern, Science-Backed Approach

While ABA is the most widely recognized autism therapy in traditional insurance design, it is not the only—or necessarily the most appropriate—option for every child or family. Avela Health Services offers a child and family-centered, psychotherapy-based model that reflects the current state of autism science and the heterogeneity of autism.

For young, preschool aged children, the model is rooted in Naturalistic Developmental Behavioral Interventions (NDBIs), a category of care that includes evidence-based strategies such as Pivotal Response Treatment, Joint Attention, Symbolic Play, and Regulation (JASPER) and the Early Start Denver Mode (ESDM). These interventions are science-backed, relationship-driven, and designed to occur in the child's natural environment.

For older children, Avela Health uses behavioral and cognitive behavioral intervention strategies supported by decades of research to address concerns including anxiety, depression, complex behavior such as aggression and self-injury, and school refusal. This includes Acceptance and Commitment Therapy (ACT), Collaborative and Proactive Solutions (CPS), Exposure plus Response Prevention (ERP), and other evidence-based approaches. Avela Health tailors the approach to the needs of the child and family, recognizing the heterogeneity of autism and the complexity of each family situation.

Avela Health emphasizes care that fits each child and family and builds off a large body of research suggesting that low-dose (10 or fewer hours a week) is effective (see Ostrovsky et al., 2023; Sandbank et al., 2024 for reviews) and that low dose interventions are no less effective than high dose interventions (e.g., Anderson et al., 2024; Chetcuti et al, 2025; Fernell et al., 2011; Ostrovsky et al., 2022; Reichow & Wolery 2009; Rogers et al., 2021; Smith et al., 2015). These findings underscore [Health Plan Name] can offer autism services that are **effective, evidence-based, and financially sustainable**, avoiding the runaway costs often associated with high-hour ABA mandates.

Why this matters:

- **Timely care is critical.** Our family cannot wait months or years for evaluations or services — the longer we go without support, the harder things become for our child and for us as caregivers.
- **There are no comparable providers available in-network.** The few options we've found either have extremely long waitlists or offer services we do not feel are aligned with our child's needs or our family's values.
- **Avela's model meets a clear gap.** Their team is equipped to provide both diagnostic evaluations and relationship-based, naturalistic therapy — an approach that honors our child's strengths and supports our whole family.

High Quality Services & Cost Savings

Adding Avela Health to your network would not only create significant value for families like ours in the [Health Plan Network], but it would also create a financial advantage for you as a health plan by diversifying your autism benefits and offering a lower-cost, high-quality solution to your members. In partnership with other health plans, Avela Health's model has demonstrated the potential for significant cost savings while delivering high-quality outcomes.

We are doing everything we can to get our child the right help. Denying access based on network status, when no real alternative exists, puts our family at a serious disadvantage and causes unnecessary financial and medical hardship.

You can learn more about Avela Health by visiting their website at joinavela.com or by reaching out to their team at partners@joinavela.com.

I urge you to consider this request. Please let me know if additional documentation is needed from either Avela Health or myself.

Thank you for your time and for considering this request in good faith.

Sincerely,

[Your Full Name]

[Member ID Number]

[Phone Number]

[Email Address]