

FREQUENTLY ASKED QUESTIONS

Q: “Do you charge for my office visit? Do I owe you anything today?”

A: No, we do not charge for office visit fees. We only charge for any devices/products provided. If you owe any money upon delivery of your item/product, you will be made aware of the cost and agree to the cost prior to delivery.

Q: “Why do I need a prescription?”

A: Because we are an accredited DME supplier, we must have a prescription for every product we provide, which is being used to treat a medical condition. Just as you need a prescription to receive medically necessary medication through your pharmacy, you need a prescription to receive medically necessary products/items through us! *** **We cannot request your initial prescription for you due to the rules and regulations we must follow.** ***

Q: “Will my insurance cover the product/device my doctor prescribed?”

A: We are proud to offer insurance billing services as a courtesy to our patients. We are happy to contact your insurance company on your behalf to determine whether they cover the services you need. Sometimes insurance companies require medical notes, prior authorization, or other forms before they will consider coverage. We will request this paperwork from your physician if necessary.

Q: “When do you fabricate my custom devices? When do you order my shoes?”

A: Once you have been advised of your insurance coverage/benefits, we will set up your fit/deliver appointment. Once this appointment had been scheduled your order will be released to our in-house lab where all custom devices are fabricated and where shoes are ordered. We do not begin fabrication of custom devices until we are certain that you are aware of your insurance coverage and give us approval to proceed. If we begin fabrication a device that is custom to you before determining your insurance coverage/benefits and you decline services based on your coverage or lack of coverage, we cannot provide this device to anyone else.

Q: “My insurance company told you they would pay for part of my service. Why didn’t they?”

A: Insurance companies give us a benefit quote when we call. This is not a guarantee of coverage. They base their final determination on “medical necessity” which is determined using a special set of codes representing your diagnosis and the item we provide.

Q: “My insurance paid but you sent me a bill. Why?”

A: Sometimes even though your insurance company pays there is an amount owed by you. This can be because of a deductible that has not been met or a copayment/coinsurance feature of your insurance plan. You should receive a copy of your “Explanation of Benefits” from your insurance company just like we do. If you have any questions about your bill or this explanation of benefits, please call us and we will be happy to review this with you.

Q: “My insurance will not pay, and I am on a fixed budget. What do I do?”

A: We believe that everyone has the right to the best treatment possible regardless of their financial situation. We will work with you to set up a payment plan that is comfortable for your personal financial situation. All we ask is that you make consistent monthly payment.

Q: “Why does this cost so much?”

A: A great question that anyone would ask, especially in these tough economic times. Most of the products we supply are custom fabricated to work for you and you only. You are being treated by a professional certified orthotist, and we fabricate most items right here in our lab. We do not charge an office visit fee for your evaluation, fit appointment, or your follow- up, which saves you the cost of an office visit three time! The initial cost of some items can seem high, but if you think about the time and expertise that is being put into each product we make, you will find that the cost is appropriate for what we do. Anytime you receive a custom service whether it be to an automobile, furniture, or a healthcare related item, it is going to be more expensive than something you would find in your local department store or online. Keep in mind, you are worth it!!

Q: “What forms of payment do you accept?”

A: In addition to checks and cash, we are able to accept payment with Visa, MasterCard, Discover, HSA (Health Savings Account) cards and we offer/accept Care Credit. We can take payment in person, through the mail, or over the phone. Any credit card payment taken over the phone is securely processed. We never keep credit card numbers on file.

Q: “When do I get my stuff?!”

A: Because every insurance has different requirements, there is not one answer to this question. Our goal is to get your product to you as quickly as possible without sacrificing quality. If your insurance company requires prior authorization, medical notes from your physician, or other paperwork before they will consider payment, sometimes that can delay the process. We will work to keep you informed throughout the process!

Q: “What insurance do you accept?”

A: Medicare, MaineCare, and most private insurance.

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