

TREATMENT TIMELINE

EVALUATION (first appointment): Welcome! At this appointment you will meet your practitioner who will review your prescription and discuss your treatment plan, concerns, and goals with you, as well as doing a thorough evaluation of the body parts needing treatment. Your practitioner may or may not take impressions, castings, or measurements of the body part we are treating. Your practitioner will decide what codes we use for billing of your services. After your evaluation you will see the receptionist before leaving the office. She will speak with you about what we need to do next to determine your insurance coverage and/or payment options.

INSURANCE/PAYMENT: 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.** If your insurance is not going to cover the services, we have flexible payment plans available to help you fit your healthcare into your personal budget. Once your insurance eligibility has been determined we will contact you to advise you of your coverage and set up your next appointment. You may be asked to sign a waiver for your insurance company before we can proceed. If a waiver is needed, it will be explained to you before you sign.

CASTING/MOLDING (if needed): Sometimes we can determine right away that a prior authorization is needed through your insurance company. In this case, your practitioner may decide to wait and do the casting, impressions, or measurements once we have that approval. This is particularly helpful with children so that we have the most appropriate cast possible.

FITTING/DELIVERY: Time to get your products! This appointment is for you to come in and get the products your physician prescribed. You will meet with your practitioner who will apply the product to your body. Fit, function, and comfort will be addressed, and any immediate adjustments will be made. You will be given a wear and use schedule along with any other appropriate materials. You will sign a delivery ticket, provided by the practitioner or receptionist, stating that you did receive your products and, if needed, set up your follow-up appointment. After this appointment we will bill your insurance company or request final payment from you if we are not billing insurance (unless other arrangements have been made). They will reply with an "Explanation of Benefits" along with any payments. After we receive this notification if you are responsible for any part of this cost, we will forward a bill to you. At that time, if you have any questions or need a payment arrangement, please contact us!

FOLLOW-UP: You will receive a follow up call, or appointment, to discuss your progress. We want to be sure you are meeting your goals in comfort! Any fine-tuning adjustments will be made or scheduled accordingly.

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