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CUSTOM ORTHOTICS

We are asking you to verify your custom orthotic coverage, not seek pre-authorization. We found that this process works best when the patient is involved as well .

- Please call the customer service number that is located on the back of your insurance card
- Once you reach a representative, ask if the CPT code L3000 is a covered benefit under your plan
 - L3000 is the code for custom foot orthotics that will be billed to your insurance

IF YES: ask the following questions

Is it diagnosis specific? YES NO

At what percent are they covered? _____

How many pairs are covered per year? _____

If I have a deductible, have I met it? YES NO

What is the reference number for this phone call? OR

The date and time you called? _____

Name of Representative you spoke with: _____

- Office visits (fitting and adjustment/follow up visits) will be billed to your insurance company and you are responsible for the copay, deductible, and/or co-insurance.
- Follow up visits are necessary to ensure that you receive the maximum benefits of the orthotics as they change your gait.

This is for your own records, however, you may bring this form back to the office to be saved in your chart.

Self Pay Patients

- The out of pocket cost for custom orthotics is \$600
- Additional pairs made from the same mold cost \$400
- Payment plans are available upon request

If your insurance denies the claim, you will be responsible for the full \$600 for the orthotics.