

REAL LIFE PROSTHETICS™

Appointment and Funding Procedures After Initial Consult and/or Evaluation

For those who plan for Real Life Prosthetics to bill your insurance company.

After your initial face-to-face consult and/or evaluation for Orthotic and/or Prosthetic devices with Real Life Prosthetics (RLP), the following **MUST** occur if you want your insurance company billed for your device/service:

- Your practitioner completes and passes his/her clinic note to the Funding/Administrative Department. **This can take between 1 and 2 business days after consult and/or evaluation.**
- Coding is generated, diagnosis(es) are added, and your insurance is contacted to verify eligibility, to check benefits for your device, and verify prior authorization requirements. If we find that you have no benefit for the device/service you are needing or that there will be a cost to you (*i.e., copay, deductible, etc.*), we will call you to verbally quote and let you know when we expect your payment... this will allow you to make a decision as to whether or not you want to proceed.

If verbal approval is given to RLP for any patient payment due, a suggested Standard Work Order (SWO) is typed to include **insurance required** details and is faxed to your physician for review and signature if acceptable.

If we find we are still needing a prescription and face-to-face clinic notes from your physician (*required by Medicare, managed Medicare and various other insurances*) we will contact your physician and request these documents as well.

If prior authorization is required, all documentation is forwarded to your insurance as needed. **These processes can take between 2 days and 2+ weeks.** It all depends on how quickly we received all required documentation from your physician and prior authorization from your insurance company if needed. RLP follows up with your physician and insurance if the documentation and/or prior authorization is not received in a timely manner.

NOTE: RLP cannot move forward with ordering/fabrication of our device until we have ALL documentation, as well as prior authorization if it's required. As soon as we do have everything we need, based on your insurance policy and requirements, RLP's Technical lab is notified to begin the ordering/fabrication process.

- **For Custom Orthotic Devices (FO, KAFO, KO...)** the ordering/fabrication process and completing a quality control device check can take between 2 and 4 weeks to finish and be ready for delivery to you.
- **For Most Custom Prosthetic Devices (Artificial Limbs)** this process **takes between 4 and 8 weeks** due to requiring you to have multiple appointments during the process (*i.e., test sockets, fitting, etc.*) leading up to the final fit and delivery.

PLEASE KEEP IN MIND – RLP works hard for our patients, and we know and understand you want/need your device “yesterday.” With this being said, we move as quickly as possible to complete our processes so you can be provided with what you need ASAP. It's important to us that we do everything necessary to get your claim paid so there's no unexpected costs for you.

It's possible for you to receive your device sooner than what's outlined above. **HOWEVER**, due to circumstances outside of our (RLP) control – backordered parts, shipping delays, patient availability to schedule, and response time from your physician and your insurance, it may take some time before your device is delivered to you.

If you have questions, please call our office at (410) 569-0606 and you will be directed to the appropriate department/person based on your question/concern. We value all our patients and will continue to provide you with our best professional care.

Real Life Prosthetics Staff