

# REAL LIFE PROSTHETICS™

## Financial Policy and Procedures

### **FOR PATIENTS WITH INSURANCE:**

If you have covered benefits for Orthotic and Prosthetic (O&P) devices/services and Real Life Prosthetics™ (RLP) is a participant of your insurance company, we will be happy to submit a claim for you. Your insurance company will be billed at the time of delivery. Be advised that RLP will contact your insurance company (*when appropriate*) to verify eligibility and benefits for the devices(s)/service(s) you require from us prior to proceeding with fabrication and delivery. If you have a deductible and/or co-pay, you will be responsible for a 50% deposit in order to proceed and the balance will be due at delivery. We accept cash, checks, Care Credit, American Express, MasterCard, and Visa. Please realize that our professional services are provided to a person, not to an insurance company. The insurance company is responsible to the patient, and the patient is responsible to RLP. We cannot assume that an insurance company will pay all charges. However, we will make every effort to get your claim paid by filing it with all required documentation in a timely manner.

### **SELF PAY:** (*not including workers compensation, charity...*)

If you have NO insurance coverage for our services and must pay out-of-pocket, we require a 50% deposit to proceed and the remaining balance due at delivery. Depending on the cost of the devices(s)/service(s), we may arrange a payment plan that will fit your needs and ours.

### **ESTABLISHED/ESTIMATED APPOINTMENT TIME FRAMES:**

Custom Orthotic Devices/Services (AFO, KO, etc.) are usually delivered within 2 – 3 weeks from the initial evaluation.

Custom Prosthetic Devices/Services (BK, AK, etc.) are usually delivered within 2-months from the initial evaluation.

Repairs/Adjustments for Orthotic and Prosthetic devices are usually completed the same day as a Repair/Adjustment Appointment.

*Note: Due to backordered parts from suppliers and certain insurance policies (required documentation, prior authorization, etc.) some appointment time frames may take longer than expected and may be out of our (RLP's) control.*

A copy of more detailed time frames (*between appointments*) is located in the exam rooms in each office.

If you have questions, we will be happy to discuss them with you. We value all our patients and will continue to provide you with our best professional care.

Real Life Prosthetics™ Staff

May 3, 2003  
Updated February 8, 2006  
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