

Script For:

Checking Orthotic Coverage with Insurance Company

- 1) Mark down the date you called insurance company. *Date:_____
- 2) Ask for the name of the person your speaking with *Name of Representative:_____
- 3) Ask: “What are my benefits for **Custom Molded Orthotics**?” You MUST give them the code **L3000**.
*Write: Percentage that insurance will cover:_____ %
*If not covered, why?:_____
- *If not covered, ask for a **call reference number** & end your call here, don’t continue.
*Call reference number _____
- 4) Ask: “Does my deductible apply?” Yes / No If yes, amount of deductible: \$ _____
- 5) Ask: “How much of my deductible have I already paid?” \$ _____
- 6) Ask: “Are there are any special limitations/provisions?”
This is important because your insurance plan may entail that you only have benefits under certain circumstances, i.e., diabetes.
*SpecialLimitations/Provisions?:_____
- 7) You may be asked for a diagnosis code, give the following: **M72.2 Plantar Fasciitis & M79.671-Pain in RT foot/M79.672-pain in LT foot. *If you have CIGNA-give M76.821 and M76.822**
- 8) Ask: “How many pairs can get per calendar year?”
* Number of pairs:_____
- 9) Ask: “May I have a **call reference number**?”

It’s important to note that the insurance companies disclaimer is that getting a quote of benefits **IS NOT** a guarantee of payment.
