Instructions 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: “What are my benefits for “Gait Analysis?” You MUST give them the code 97750
*Percentage that insurance will cover:_____%

5) Ask: “What are my benefits for Supplies?” You MUST give them the code A4590

NOTE: if you have United Health Care, you will instead ask: “What are my benefits for Plaster Cast Supplies?” You MUST give the code Q4037
*Percentage that insurance will cover:_____%

6) Ask: “Does my deductible apply?” Yes / No  If yes, amount of deductible: $______________

7) Ask: “How much of my deductible have I already paid?” $______________

8) 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?:______________________________

9) 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

10) Ask: “How many pairs can get per calendar year?”
* Number of pairs:_____________________________

11) 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.