

## 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.**