

FOOT ORTHOTICS

Once you are scanned for foot orthotics, you have 2 options for how we proceed with payment and delivery. Which option you chose while in the office will determine the path of your orthotics.

Payment Options

OPTION ONE:

If you choose to pay for the foot orthotics in full up front, the process is as follows:

- Your payment in full is taken at the time of checkout.
- Your scan will be sent to the lab to begin production. This process takes 2 to 3 weeks.
- Your insurance will be billed for the orthotics. This process can take up to 6 weeks, and longer if Medicare must be billed for a denial in order for a secondary to be billed.
- Once payment is received in our office, you will receive a refund check within 2 to 3 weeks. (Please remember that you may receive your explanation of benefits as much as 2 weeks prior to when we receive the payment.)

OPTION TWO:

If you choose to wait for your insurance to pay for your foot orthotics, the process is as follows:

- Your insurance is billed for your orthotics. This process can take up to 6 weeks, and longer if Medicare must be billed for a denial in order for a secondary to be billed.
- When we hear from your insurance company, if they pay for the orthotics in full, your scan will then be sent to the lab to begin production. This process takes 2 to 3 weeks.
- When we hear from your insurance company, if they **do not** pay for the orthotics in full, we will call you with the balance due. At that time you can choose to pay the balance, and the lab will be notified to begin production. This process takes 2 to 3 weeks.
- If you decide that you do not want to pay the balance, we will take the necessary steps to notify your insurance company, if required.

HRA, HSA, and Flexible Spending Accounts:

If your insurance policy has a flexible spending account, HRA, or HSA, please indicate below. When we file the insurance, the foot orthotics might be paid from this account.

We do not make the orthotics until they are paid for in full either by your insurance or by you. We do not contact your insurance company (unless precertification is required) to verify your benefits, we only bill them for the appropriate charges.

Because these items are custom made, they are non-refundable/non-returnable.

All necessary adjustments for orthotics will be made at Richey & Co. Please call them at 919-833-4848 to schedule an appointment.