

## MEDICAL INSURANCE COVERAGE

Our office staff will check with your medical insurance company to see if you have coverage for orthotics.

## APPEAL PROCESS

If you do not have this type of coverage or authorization is denied, we suggest that you contact your insurance company to appeal their decision using the following steps:

- 1) Call the customer service number on your medical insurance card
- 2) Tell them your Podiatrists, office discovered that you do not have DME coverage for foot orthotics.
- 3) They may ask for the following bits of information:  
Code: L3000 Foot Insert  
Diagnosis: 728.71 Plantar Fasciitis
- 4) Ask them to fax the section of your contract that specifically states that you do not have orthotic coverage to our office at fax # (832) 375-1247.

## PROMPT-PAY DISCOUNT PLANS

**PLAN A:** Save \$100 by paying for the orthotics in full at the time of casting making your payment \$450 instead of \$550.

**PLAN B:** Save \$50 by paying \$250 at the time of casting, and \$250 when you pick-up them up and are fitted for the orthotics.

**PLAN C:** Full price \$550. You would pay \$200 at the time of casting, then one payment of \$175 due four weeks after casting, and your final payment of \$175 will be due at the time you pick-up and are fitted for your new orthotics.

WWW.MFASCLINIC.COM

## Moore Foot & Ankle Specialists

"We treat everyone like family."



## SHOE INSERTS Permanent Device: Custom-made ORTHOTICS



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# Permanent, Custom-molded Insert Orthotic Shoe Inserts



PRICE: \$550.00

Ask about our Prompt-Pay  
Discount Plans

SIZES: Custom-Made

**\* Lifetime Guarantee against orthotic device breakage, not the top covering.**

Orthotic Shoe Inserts can be designed with or without wedge/ground in heel

**WORK:** Great for people on their feet all day. Can be made slim for dressier work shoes or padded heavily for construction boots.

**SPORT:** Made to use in an athletic environment. Flexible, yet still supportive while walking, running, or playing sports. Very effective when stability is a concern.

**FASHION/CASUAL:** Great for those difficult shoe issues. Provides arch support in an environment where space is at a premium.

**DIABETIC/ACCOMMODATIVE:** Soft, heavily padded devices specific to diabetic issues. Lesion accommodations, toe fills and other diabetic additions are available.

**"Mature" Patients:** Heavily padded and flexible devices for the "mature" foot. Special attention to the heel and ball of foot areas where ageing has compromised the padded areas of the foot.

**BRACES/AFOs:** Specialty devices for those with frequent high and low ankle sprains or with drop-foot issues and for post-ankle surgery recovery.

**CHILDREN'S GAIT PLATES:** For use with severe flat foot issues or in-toe or out-toe walking concerns.

## Do's & Don'ts

### 1. ORTHOTICS SQUEAK?

**DO** add baby powder. If necessary, request a bottom cover to be added (no charge) or send to lab for adjustment.

### 2. ORTHOTICS DON'T FIT IN SHOES?

**DO** trim extensions (top cover only) with straight edge, exacto-knife or razor blade to fit shoes.

**DO** return orthotics with shoes for adjustments.

**DON'T** buy larger shoes to fit orthotics.

**DON'T** assume your orthotics will fit in all of your shoes.

### 3. MY ORTHOTICS DO NOT FEEL RIGHT.

**DO** wait 2-3 weeks for your feet to adjust.

**DO** contact your Doctor for after-sales adjustments.

**DO** remove them if there is significant pain.

**DON'T** assume they will always be uncomfortable; WEAR THEM IN !

### 4. MY ORTHOTICS ARE DIRTY, PUNGENT AND THE TOP COVERS ARE VERY WORN.

**DO** wipe them down with a damp cloth, spray with fabric freshener or return them to the manufacturer for refurbishment.

**DON'T** submerge in water, put in washing machines or heat/dry them with a blow dryer.

### 5. ONE OF MY ORTHOTICS IS CRACKED OR BROKEN.

**DO** send them to the manufacturer for repair or replacement.

**\* The IMAGE orthotic device (not top cover) is guaranteed against breakage for life.**

**DON'T** throw them away as the manufacturer will use the breakage area as a point of information for repair and quality improvement.

## TO ORDER ORTHOTICS

contact our office to make an appointment:

by email: [info@MFASclinic.com](mailto:info@MFASclinic.com)

or call (281) 444-6300

or website: [www.MFASclinic.com](http://www.MFASclinic.com)

**\* Be prepared to make your first payment at the time you are casted for the orthotics.**



## ONCE YOUR ORTHOTICS ARRIVE...

you will be contacted by our office via email and/or by phone to schedule a *second appointment to pick-up and be fitted for orthotics.*

**• Be prepared to make your final payment, if applicable.**

**\*\* Your insurance company may also require that we collect a co-payment for this follow-up visit.**