

# Custom Orthoses

## Frequently Asked Questions



### What Are Orthoses?

Orthoses are precision balanced medical devices worn in your shoes to allow the feet and lower extremities to function properly and help eliminate pain and deformity caused by improper function. They are specifically designed to fit your feet and act to restore the near normal biomechanical function of the lower extremities. Your doctor will select the best orthoses for your particular problem.

### Why Do I Need Orthoses?

Although we often use over-the-counter arch supports as an initial treatment for biomechanical problems, many patients require more sophisticated treatment. These are the patients who benefit from orthoses. The function of custom orthoses is much more than an arch support. Orthoses help to realign the structures of the foot and leg to prevent bone malalignment as well as muscle, tendon, and ligament fatigue. They are often used after surgery to help stop the recurrence of foot deformities.

### How Long Will Orthoses Last?

We use only laboratories who utilize the most durable materials, so our devices often last years longer than average orthoses. Although the life span of your orthoses will vary with the type of device and your activities, most devices last 3-5 years. Annual follow-up visits will help keep your orthoses functioning optimally.

### Orthotic Comfort is Guaranteed

When properly prescribed and produced, orthoses are very comfortable—in fact, you should not even be aware that you are wearing them. It is our responsibility to make sure that your orthoses are comfortable and that they are providing the best biomechanical solution to your foot problem. Our doctors are experts at identifying and fixing orthotic problems. In fact, although we of course cannot guarantee exactly how your symptoms will respond, we do guarantee that your orthoses will be comfortable. If for any reason they are not, let us know so we can fix the problem.

### What is Involved in Producing Orthoses?

If you have ever had orthoses before, you will likely find that our examination process is more involved. A thorough examination is crucial to give us all of the information we need to prescribe the best orthoses for your feet.

### The following steps are involved in producing orthoses.

- ☑ **Biomechanical Examination:** An extensive examination of the function of your lower extremities helps us prescribe the best orthotic to correct your specific problem. We will evaluate the function of your hips, knees, ankles, and the many joints of your feet.
- ☑ **Gait Analysis:** You will more than likely be observed either walking or running on a treadmill or in the hallway. This provides your doctor with a detailed knowledge of your gait to be used when writing your orthotic prescription.
- ☑ **Casting:** While your feet are held in the ideal position, a plaster or fiberglass mold is placed around your feet. The positioning of your foot is of utmost importance in order to ensure proper orthotic function and comfort. Either our doctors or highly trained staff take the casts of your feet. This ensures the proper placement of your foot.
- ☑ **Prescription:** Using the information gathered in your examination and gait analysis, your doctor will write a detailed prescription that instructs the orthotic laboratory on how to specifically construct your orthotic devices.
- ☑ **Laboratory Production:** Your casts are then sent to a laboratory for production of your orthoses. The cast is first laser scanned then lab technicians will follow your doctor's prescription in making the corrections that will give you the support you need to control your symptoms. We use only the highest quality orthotic laboratories in the country.

### Can I Get Extra Pairs of Orthoses?

In most cases the casts of your feet are kept for four months. If you should want a specialized pair, or just an extra pair for convenience, please let us know.

Specialized orthoses may include:

- ☑ Orthotic Sandals
- ☑ Dress shoe orthoses
- ☑ Running shoe orthoses
- ☑ Soccer shoe orthoses
- ☑ Ski boot orthoses

We always ensure the first pair is comfortable and functioning correctly before ordering additional pairs. Keep in mind that since much of the work has already been done additional pairs are much less expensive than the first pair.

## Information to obtain from your insurance company

Prescription orthotics are a proven medical treatment for many conditions affecting the foot and leg. Orthotics are a cost-effective treatment to correct abnormal forces that cause pain and deformities. Often, the use of orthotics can eliminate the need for long term drug therapy, physical therapy, or surgical correction. Thus, they are covered by many insurance plans as therapeutic and preventive medical devices.

**All payments for orthotics are the sole responsibility of the patient. Any insurance coverage is a contract between you and your insurance carrier.**

It is your responsibility as the patient to confirm whether or not your insurance carrier covers prescription orthotic devices and whether they cover the full amount. If your carrier does cover orthotic devices, we will be glad to assist you in billing your insurance by billing them for you.

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### Procedure Codes:

- L3000 x 2 for orthotics
- L4396 for a night splint

### Diagnostic codes:

- Plantar fasciitis - 728.71
- Tendonitis/Capsulitis - 726.90
- Osteoarthritis - 715.37
- Calcaneal Varus - 736.73
- Calcaneal Valgus - 754.60
- Other \_\_\_\_\_

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**The following is what you should ask your insurance company in order to determine whether orthotics are covered under your policy:**

- Are custom foot orthotics (DME/Durable Medical Equipment) covered with your insurance plan?  Yes  no
- If foot orthotics are covered, are they covered at 100%, 80%, some other percentage, or a specific amount?  
\_\_\_\_\_
- Is prior authorization required before your insurance will cover the orthotics?  Yes  no
- If yes, what is required for pre-authorization?
  - Letter from our office (*For a pre-authorization letter please call us*)
  - If a letter is required, where do we fax or mail it: \_\_\_\_\_
  - Phone call
  - Primary Care Physician (PCP) Referral (*Please call your PCP for referral if needed*)
  - Other: \_\_\_\_\_
- If orthotics are covered, how many pairs per lifetime does it cover?
  - 1 pair per calendar year (Jan - Dec)
  - 1 pair per 12 month period Unlimited
  - More than 1 pair \_\_\_\_\_
- Do you have a deductible?  yes  no
- Has your deductible been met?  yes  no If no, how much is due on deductible? \$ \_\_\_\_\_
- Name of insurance company contact person and extension or ID number: \_\_\_\_\_
- Date Called: \_\_\_/\_\_\_/\_\_\_ Time Called: \_\_\_\_\_
- Insurance Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Please contact our office to schedule a Biomechanical Examination and Casting For Orthotics appointment if you do not already have an appointment or to order your night splint.**

If your insurance carrier requires information on your medical condition to determine whether you are covered for prescription orthotics we will work with you to provide that information. Please return this form to our office at your next visit. We will keep it in your file in case of any problems with your insurance following through on promised payment.