

CENTRAL BRACE & PROSTHETICS, INC. - PATIENT SERVICE AND FINANCIAL POLICY

Thank you for choosing Central Brace & Prosthetics, Inc. as your prosthetic and/or orthotic provider. We are committed to providing you with the best possible orthotic and prosthetic services. The time we spend with our patients is important in order to provide the highest quality service. You will be properly and thoroughly instructed in the use of all products and services provided. Depending on the service provided, a follow up visit may be scheduled. In our continuous effort to improve our services, we encourage you to complete a satisfaction survey. Your feedback is instrumental for improving organizational performance. Central Brace & Prosthetics supports open communication with our patients. Please feel free to contact us at (877) 709-7712.

To prevent any misunderstanding about medical insurance, we wish to point out that:

- 1) Payment for all medical services furnished is the patient's responsibility.
- 2) Deductibles and co-payments are due at the time services are rendered.
- 3) Non-covered custom made devices require a deposit of 50% of the cost of the item at the time of casting and/or measuring.
- 4) We will bill your insurance company; however, the patient is ultimately responsible for payment if insurance denies the claim.
- 5) Patients are expected to keep their accounts current.
- 6) We will not provide or fabricate an item based solely on the fact that the patient wants the service only if his/her insurance will pay for them. We cannot guarantee coverage by your insurance.
- 7) Your insurance policy is a contract between you and your insurance company. **Verification of benefits is not a guarantee or payment.** Benefits are determined by your insurance at the time your claim is processed. All benefit calculations are only an estimate and are based on information obtained from your insurance company. Patient financial responsibility may change when a claim is processed by your insurance.

Change in Information: The patient is responsible to notify Central Brace & Prosthetics of any changes in insurance coverage, employment, functional status or personal information such as address and telephone contact information.

Fee Explanation: The fees we charge include materials used and all time necessary for measuring, fabricating, and fitting of a particular item or procedure. Payment for service is due at the time service is rendered unless payment arrangements have been approved in advance. Should you cancel an order for any reason, you will be responsible for payment of the devices/services performed up to that time.

Insurance Authorization: Most insurance companies require precertification. Precertification and authorization do not guarantee insurance payment. We will not begin fabrication of your item before precertification is obtained. This can be a lengthy process. If you want us to begin fabrication without authorization from your insurance you can pay in advance and sign an agreement that you will be financially responsible for the services if insurance denies payment.

Returns and Refunds: Returns are accepted on stock items that have not been worn, are in the original package, are in sellable condition and are returned within 30 days of purchase. Custom fitted or custom fabricated items may not be returned.

Warranty: A warranty on components (except shoes, stump socks and sheaths) under normal use is extended for 90 days after initial delivery date, during which time CENTRAL BRACE & PROSTHETICS, INC. will make any repairs necessary to maintain the appliance in good working condition. All Velcro closures and materials have a 30 day warranty. Some products may have an additional warranty from the manufacturer. Central Brace & Prosthetics cannot be responsible for physiological changes, anatomical changes or changes in a patient's medical condition. We will attempt to maintain proper fit of your item during this period.

PATIENT SIGNATURE

DATE

PATIENT PRINT NAME