



Custom Orthotics

Fees and Payments:

Our goal is to provide the best pedorthic care and service possible. We make every effort to keep our fees reasonable and to avoid unfairly passing on to all our clients the cost of unnecessary collection procedures. Therefore, all fees are due and payable at the time the services are rendered. In addition, deposits are required on specially prescribed items, including shoe inserts and special order shoes.

FSA & HSA Card Payment:

We accept FSA and HSA cards as forms of payment for custom foot orthotics, shoes, and OTC insoles. It is the patient's responsibility to supply any necessary paperwork to their FSA or HSA card company requiring documentation as a result of a purchase audit.

Insurance:

Please remember that your insurance policy is a contract between you (as the policy holder) and the insurance carrier. Insurance should be considered a method for reimbursing you for fees paid to us. It does not release you of financial responsibility for services rendered and is not a substitute for payment. We do not accept insurance assignment.

We will provide you with an itemized bill which you may submit to your insurance carrier. However, you are responsible for payment to us for all services rendered. It is up to you to then secure any reimbursement from your insurance carrier.

State Medical Assistance (Medicaid & Medicare):

We are not a licensed provider for Medicaid or Medicare in the State of Missouri.

Workers' Compensation:

If your footwear has been prescribed due to a work-related injury, please be prepared with all relevant dates and complete insurance information. We will be glad to help you process your claim accurately and efficiently through your employer.

I have read and fully understand the above and authorize the release of information for the purpose of my reimbursement of insurance benefits. I realize I am responsible for any charges incurred in this facility.

Signed

Date

Please feel free to discuss fees. Many appliances and modifications are not standard and may be custom made for you. These will be charged accordingly. The charges incurred for our products and services are due and payable in advance. In the case of special order shoes, a deposit is required at the time the order is placed and the balance is due upon delivery. Please refer to our Payment Policy on the reverse side of this form.

A 100% payment is required at the time of casting for all custom work unless other down payment arrangements have been made with your pedorthist.

Thank you for purchasing your quality footwear from our store. We want you to be satisfied with your footwear purchase, and we will make every effort to ensure your comfort and satisfaction.

Custom-Made or Modified Shoes:

Shoes with custom modifications cannot be returned and/or exchanged. If you experience any difficulties with your custom-made or modified shoes, please contact our facility so that we can arrange to make any necessary adjustments to your footwear.

Shoes Without Custom Modifications:

Please wear your shoes on a carpeted surface first, to ensure a comfortable fit. Shoes that are dirty or have visible wear or damage cannot be offered for resale.

Unworn and undamaged shoes can be returned at any time when provided in the original box. Refunds on shoes purchased by credit card can only be refunded by credit card.

Custom Orthoses:

Custom orthoses cannot be returned or exchanged. If you experience any difficulties with your custom inserts, please contact our facility so that we can arrange to make any necessary adjustments to your orthoses, which are warranted for a period of 6 months.

I have read and fully understand the above and authorize the release of information for the purpose of my reimbursement of insurance benefits. I realize I am responsible for any charges incurred at this facility. I authorize the release of any medical information necessary to process claims.

Signed

Date