

## How to check for **Custom Orthotic Coverage** with your Insurance (**L3000**)

You will need:

- CPT code: L3000
- Diagnosis code(s): ask your provider and write on this page for reference

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

- Your insurance card

Find the member service number on the back of your insurance card, write it here for reference:

\_\_\_\_\_

Calling to speak with an insurance agent can take anywhere from 5-30 minutes. Please allow time for the phone call. Whenever you call and speak with someone at your insurance company regarding your benefits it is **IMPORTANT** to write down who you are talking to and ask for a call reference number in relation to your call. Do this **EVERY** time you call and speak with someone. Most companies have call reference numbers, if they state they do not, you can get the representatives first name, initial to their last name, and document the date and time of the call. Ask the representative to give this to you, often times they are in a different time zone than you. Be sure to note what time zone the representative is using for the time of call.

*Note your call information here:*

Representative name: \_\_\_\_\_

First initial to their last name: \_\_\_\_\_

Date: \_\_\_\_\_

Time of call: \_\_\_\_\_

**Call reference number for call:** \_\_\_\_\_ (most important to obtain)

**Let's Make the Call**

- Call your member service number from your insurance card

- Ask to speak with representative regarding benefits
- Once you have the representative that can go over your benefits with you
  - Ask if L3000, custom molded foot orthotics, are a covered benefit under your plan
    - It is important that they check this specific code
      - The orthotics would not be attached to a brace and are not under the diabetic shoe program
  - If they state yes:
    - You can check on out of pocket cost to you
      - Have you met your deductible?
        - Individual and or family
        - Where are you currently on meeting your deductible
      - Do you have a co-insurance that you will owe?
      - Will you owe a copay?
  - If they state no:
    - Then going through your insurance company for the orthotics is not an option for you

Once you have completed your call, please review all of your options and decide what works best for you.

- 1) If you decide to move forward with the orthotics through your insurance, please call our office at 262-542-3779 opt 2 and let us know you would like to move forward with your orthotic order.
- 2) If you decide you would like to self-pay for the orthotics please notify us that you would prefer to self-pay.
- 3) If you would not like to move forward with orthotics at all please notify us and we will destroy your cast box.

Ultimately it is the patient's responsibility to know their insurance benefits and coverage. While this is a great tool for you to get the information you need, Foot and Ankle Associates of WI is not liable for any cost you incur.