



Welcome to Aljan Company!

You have just finished the evaluation for your Orthotic/Pedorthic/Prosthetic device. Here's what happens next:

- Your Practitioner will provide our Billing Department with the list of recommended charges for your device to fulfill your physician's referral.
- The Billing Department will verify your Medicare eligibility and coverage. Medicare guidelines require the Aljan Company to have the following documentation on file from your referring provider before fabrication can begin:
  - A Detailed Written Order,
  - Medical documentation to support the medical necessity of the device you have been evaluated for. This documentation must be from your referring physician and must be from a face-to-face visit within the previous six months. If you have not seen your physician in the last six months, you will need to schedule an appointment with them as soon as possible.
  - **Prosthetic Patients Only** - Ambulatory Evaluation Assessment Form.
  - The Billing Department will request this information from your referring provider. You may also contact the provider's office to facilitate the return of these required documents.
- Once the required Medicare documentation has been received, the Billing Department will determine the out-of-pocket amount.
  - The Aljan Company does not accept Medicare Assignment\*.
  - If the out-of-pocket amount is **UNDER** \$100.00 fabrication of your device will begin.
  - If the out-of-pocket amount is **OVER** \$100.00 you will be contacted by phone or email to approve this amount. Fabrication will **NOT** begin until you respond to our contact to approve the out-of-pocket amount.
  - **Please note** – Medicare and Medicare Supplemental plans do not cover off the shelf, comfort, convenience, routine, or not medically necessary items. These items will be your responsibility.
- After the out-of-pocket amount has been approved by you, fabrication of your device will begin. Depending on the type of device you are receiving, the time frame will vary.

- Once fabrication is complete, you will be contacted to schedule a fitting and delivery appointment. It is imperative that you respond to any messages left from our office in order to fit you with your device in a timely manner and that we have the most updated contact/insurance information.
- Once your device has been delivered, a claim will be sent to Medicare on your behalf.
- The Aljan Company does not accept Medicare Assignment\*. This means that the Medicare payment will be sent directly to you. Once we are notified that payment has been made, we will send you a letter so you are aware as well. Once you receive the Medicare check, that amount is due to Aljan Company.
  - You can either endorse the Medicare check and forward it to Aljan Company, send a personal check for the amount or call us with a credit card payment over the phone.
  - Your claim will either automatically cross to your supplemental/secondary insurance or we will send it to them after we receive the Medicare payment from you. This should satisfy any remaining balance on your claim.

*\*Aljan Company does not accept assignment with Medicare. While we are certified to see Medicare patients and bill for services directly to Medicare, we are not contracted with them; we are what is referred to as a non-assigned provider. This means that any payment that Medicare issues will be sent directly to you. Depending on your Medicare Supplement plan, that payment may be sent directly to you as well.*