



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 insurance benefits. Depending on what type of insurance you have, special documentation and/or Pre-Authorization may be required.
 - If documentation is required – we will request this from your referring provider. Once this is received, and it meets insurance requirements, we will be able to proceed.
 - If Pre-Authorization is required – we will submit this to your insurance company. ***Please note – most insurances allow 15 business days to process an authorization request.***
- Once all the insurance requirements have been met, the Billing Department will determine the out-of-pocket amount.
 - 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.
 - If you would like a phone call, regardless of the out-of-pocket amount, from our Billing Department to discuss this, please let your Clinician or front desk know.
- 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.*