

# We need Your Help



## List of things needed

- \* dispensing prescription
- \* detailed prescription
- \* Certificate of medical necessity
- \* Advanced Benefits Notification (ABN)
- \* authorization from the insurance company
- \* Details of insurance payment system (co-pays, deductible, limits, etc)
- \* 2<sup>nd</sup> phone call with MOPC to discuss financial details after discussion with insurance carrier
- \* quote from clinician after evaluation
- \* possible letter of explanation to physician and or insurance company
- \* special paperwork for diabetic shoes (if you are diabetic)

## Morgantown O&P

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We realize that you our clients and patients are our greatest asset. As you have heard, working with Insurance Carriers is becoming increasingly difficult. Try to keep this in mind, they are just trying to do their best to help while not wasting money, so they are asking more and more questions before authorizing services. We would like to think that braces and artificial limbs are important, but realize they are not emergency medicine and they are down a notch or two on the insurance and doctors priority list. Why are we informing you of this, because some of these extra steps are now taking time, which can be perceived as “wasting time” getting the brace done.

Please realize that there are a lot of folks who need things (devices and medicines, and tests ), and when we send “paperwork” to your physician think of how many other people send “paperwork” to him. It takes Dr “Smith “ and his staff some time to process, all the information.

At times as clinicians we don't like to be questioned by insurance folks, but realize they are doing necessary checks in regard to your care and their expenses. They are trying to make sure they don't waste money. And Medicare and Medical Assistance are trying to control our taxpaying dollars... And in that same light, MOPC is making sure we treat the best way we can, but we need to make sure we play by the rules for us to get paid for our services. It is challenging to make sure we do our work in a timely fashion, and be able to pay the hardworking folks who provide the service. They have families and expenses to take care of also.

We are all the same, we would all rather spend our money on fun things like pizza and movies, but sometimes we have to use it for medical expenses, rents or mortgages, heating and boring things like that. Sorry.....

Please realize we are folks trying to make things happen as smoothly as we can for you. People are used to understanding it takes time to make devices, but also try to add to that process some time for “bureaucratic paperwork”. We realize some of the devices we make have real quality of life issues, but they are not emergency medicine. We appreciate you taking the time to read this and making an attempt to understanding how some of this “medical stuff” works.