

The Latest Gossip...

INSIDE THIS ISSUE:

News to Know	2
Do you have a Medicare Plan?	2
What does insurance pay for?	2
Ask the Fitter	3
Non-Surgical Reconstruction	3
End of Year Dates	4

COVID19 Response

It is an understatement that COVID19 has changed every one of us. We may be feeling isolated, fearing for our health, worrying over finances, missing our friends and family.

We have all had to learn new ways of doing even the most basic of tasks. It is true for us as individuals as well as a company.

Stepping Stones takes the safety of our clients and

employees very seriously as most of our clientele is at higher risk for complications.

Therefore, we have been taking every measure to ensure health and safety:

- Requiring Masks
- Extra Sanitation
- Social Distancing
- Health Screening
- Reducing visits by drop shipping orders
- Virtual Appts (below)

Things to keep in mind:

Fewer appointments are available due to the need to sanitize between clients & controlling social distancing.

Because garments are made overseas, there may be longer than usual backorders or out of stocks.

The USPS is in a crisis, so delivery of orders may be delayed.

The Age of Technology...

One of the things that COVID19 has taught us is how important technology is. Whether it is ordering supplies or keeping in touch with loved ones, the internet has become so important.

◆ Please visit our website. We update the site with the latest news, current newsletters, etc. You will also see the addition of our blog- "Step It Up." We will provide fitting tips, news tidbits, stories of the day, etc.

◆ Friend us on Face Book: "Stepping Stones Women Center" page. We will be updating & sharing on a regular basis.

◆ Send us your email address... we will be able to send you sales, coupons, & newsletters faster & save paper.

◆ Try a Virtual Fitting! Thanks to our friends at American Breast Care, you can now be fitted

virtually using Zoom at no cost to you! If you just need a review or a minor change, we can handle it in the convenience & privacy of your home. We will have a fitting care kit shipped to you & schedule a meeting.

◆ We love to hear feedback on how we're doing. You can send an email through our website.

Email Makes Things So Easy & Efficient

- Appointment Reminders
- Order Updates & Tracking Information
- Special Sales & Coupons
- Good For the Environment

Find Us on The Web
www.SteppingStones4Women.com

Because Appts are Limited, please call the day before your appt if you can't make it to make sure you aren't charged a \$50 No Show Fee.

Thank you for your cooperation.



Please Remember, Insurance HELPS to pay for your bras & prosthetics. You are still responsible for deductibles, co-insurance, & any retail choices.

News to Know: End of the Year

It is getting to be that time of the year... a hustle to take advantage of insurance benefits before our deductibles start over. These tips can make things as easy for you as possible:

- ♦ Do you need a new prescription/Referral?

In the state of VA, prescriptions are valid for 1 year. Also keep in mind you are limited to what the prescription is written for. For example, if it's written for 3 bras & you've already

gotten them, you'll need a new prescription

- ♦ Do you need to be refitted?

Appointments tend to fill up quickly after Labor Day so make sure you plan ahead if you need a fitting.

If you like your supplies and they still fit properly, you can just reorder. We encourage you to take advantage of shipping but if you decide to pick up in

the store, it must be done by December 30th.

Your date of service is when supplies are delivered... not when they are ordered.

- ♦ You can also use any remaining Flex Spending or HSA dollars.
- ♦ Call or email if you are unsure about your insurance benefits, we're more than happy to check for you!

Do You Have A MEDICARE Plan?

If you have any Medicare plan, whether it is standard Medicare (Part B) or a Medicare Advantage (Part C), there are additional guidelines that must be followed before we can provide products to you.

It begins with a detailed prescription that states the approved diagnosis code, specific supplies listed. (Bras & Prosthesis)

Physical signature by the approved medical provider

Once we have that, we have to send a Detailed Written Order to the provider to sign and return to us along with your last office notes (which must have been within the last 12 months) This is required to prove medical necessity & the continued

need for mastectomy products.

These documents must be received PRIOR TO your appointment.

If there are delays, please know that we work expeditiously every day for every client to have the documents that Medicare requires.

But What Does My Insurance Pay For?

Insurance is constantly changing... we do our best to keep up with these changes & to provide you with information. However, insurance companies state that the information is not a guarantee of payment, so it really is up to you to know your policy.

Most insurance plans have an annual Deductible... this is the amount you must reach before insurance

picks up ANY costs. Most plans will also have a Co-Insurance. This is a percentage of the allowed amount that is your responsibility.

It is important that you provide your current insurance information so that we can provide you with a cost estimate. We will provide you with a cost based on the information

that YOUR insurance provides to us.

Please Note: Most Insurance Plans Will NOT COVER bras without the need/use of a prosthesis.

Your out-of-pocket costs are due at the time of service or order. Custom or Special Orders must be paid in advance of us placing the order.

Ask the Fitter...

Please Do Not Suffer in Silence

If you have been fitted and are still not comfortable, please call right away. Remember, we can only exchange bras & garments up to 5 business days unworn, unlaundered & tags still on. Prosthetics can be exchanged up to 7 business days.

Bras Are Not Booby Belts 😊



Have you asked us about the option of a Custom Fabricated Breast Prosthesis?

Women are saying

"It's the perfect fit and it's so much lighter & cooler!"

"I forget I'm even wearing a prosthesis!"

Psst...Girl, I Hate My Bra!!!

Every single one of us complains about our bra! But if you are uncomfortable more often than not, it's time to be refitted! Bras that hold a prosthesis have a 3-6-month shelf life with regular wear. Sometimes you just need to order replacement bras.

Please try not to get wrapped up in the size on the tags of your bra! We tend to buy bras the same size as we were in our teens or twenties... but we grow and blossom in every way imaginable. Well fitted foundation garments are the key to making us feel confident in our clothes.

Phone evaluations and Virtual Fittings are available if you just need to talk about it or have Leigh check things out for you.

What is the "Right" Way to Put On My Bra?

When we start a fitting, I will first ask you what you like or don't like in a bra... The next thing is "How do you put your bra on?" It makes a difference in how you adjust the bra and how it fits.

While there's no "right or wrong" way to put on a bra, optimally you want to be able to hook it in the back. It helps the bra fit better and it keeps up your flexibility & dexterity.

If you hook the bra in the front and spin it around several things are going to happen:

1) The band is not going to fit properly. Why? Because we hook the bra around our belly. The smallest part of the torso

is under the bust line. When we hook it around the belly comfortably, it will be too loose once it's lifted into place.

2) The straps are going to be too loose. Many women let the straps out to be able to get their arms in easily, so the straps aren't snug enough to securely hold the prosthesis and/or other breast.

3) When you hook & spin, you usually don't realize how to adjust the remaining breast to lift into the cup properly. This leaves the bra cup too big or too small.

What is the result of the bra not being adjusted or fitted properly? Yes, we get a saggy look, and we are annoyed that our straps slip off our shoulders... But it also causes our prosthesis to feel way too heavy! This can lead to neck or back pain or fatigue.

Normally when ladies complain the prosthesis is too heavy, it's because the bra is not supporting the weight properly.

So, if you must hook & spin, make sure you adjust your bras to the best fit. 😊

Leigh

Non-Surgical Reconstruction-ABC Custom Breast Forms

Do you know

we offer the **American Breast Care Custom Breast Prosthesis** for women following a mastectomy or breast conserving surgery?

1 Quick and easy
iPad scanning technology

2 Featherlight
silicone for comfort

3 Extensive selection
of skin and nipple/areola colors and options

[Click here](#) for more information on the ABC Custom Breast Prosthesis.

American Breast Care*

**STEPPING STONES
WOMEN'S CENTER**

7518 Mechanicsville Tpke
Mechanicsville, VA 23111

Phone:

(804) 746-9880

Fax:

(804) 746-9882

E-Mail:

steppingstoneswc@aol.com

We're on the Web!

See us at:

**www.steppingstones4wo
men.com**

Key Dates...End of The Year

Holiday Schedule

Thanksgiving	Christmas	New Year's
Nov. 25th at 1 pm Reopening Nov. 30th	Dec. 23rd at 1 pm Reopening Dec. 28th	Dec. 30th at 1 pm Reopening Jan. 4th

Order Deadlines

ORDER PICK UP IN STORE OR SHIPPING MULTIPLE SUPPLIERS	DROP SHIP ORDERS (ABC & Jodee)
Thursday, Dec. 17th at Noon	Monday, Dec. 28th

Please Be Prepared for Your Appointment

Please bring all of your insurance cards, Photo ID, Prescription or Referral, & Payment for Out of Pocket Expenses.

STEPPING STONES WOMEN'S CTR
7518 Mechanicsville Tpke
Mechanicsville, VA 23111