

## Yearly Reminders

### Email Makes Things So Easy & Efficient!

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

*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.*

- A new prescription is required every year for new or replacement supplies.
- All Medicare plans require additional paperwork that we request from your healthcare provider once we receive the prescription.
- No, we can't contact your doctor's office...CMS considers that "soliciting" and prohibits it.
- Once your order is placed with the manufacturer, it is out our control: including any backorders or shipping delays.
- We are the only full-service Accredited facility in Central VA. Leigh Volz, CFM is the only fully Certified & Accredited fitter in Central VA... Therefore, the schedule fills up quickly.
  - We want nothing more than to schedule your fitting, however, Leigh is now booking into January 2024.
- Unless you have a deductible that starts over Jan. 1<sup>st</sup>, it makes no difference if your date of service is December or January. Your replacement supplies are every 365 days...not a calendar year.

## Thank You For Your Patience

We are entering 2024... Many things have changed, and we feel it is important for you to know & remember:

- I currently have no employees. I am so fortunate that my parents, Peggy and Andy, are so generous to continue to help me out!
  - You're likely to get voicemail if you call when I'm in a fitting or helping another client. I can't help you if you don't leave a detailed message.
  - I work with approximately 3000 clients annually & there is only ONE of me...
  - In addition to fittings, there are a million other responsibilities as a business owner/DME provider. So many evenings & weekends are still filled with work.
- Masks are Still Required To Be CORRECTLY WORN AT ALL TIMES
  - I must protect not only my compromised patients, but also my parents and myself.
  - It's NOT only Covid... there's also Influenza & RSV
  - It is NOT political, and it is NOT up for discussion...

## To File Your Insurance, We Need...

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

Effective January 1, 2024, the following is required ***without exception***:

- A copy of your current insurance card(s) & Photo ID that includes your address.
- A current and ACCURATE prescription from your healthcare provider
- All additional documentation (if required) from your provider.
- Your Social Security Number
- Any out-of-pocket expenses must be paid at the time of service.

We appreciate your cooperation.

## We Are A Specialty Boutique

Many of our clients think of our amazing facility as somewhere to get "something for nothing...." At the end of the day, we are a specialty store.

Why are there "so few places" like ours? Bottom line...there's no profit to be made! At Stepping Stones, we do this out of love & dedication!

We can't absorb the costs for all the extra options including upgrades & shipping costs.

The only reason insurance covers pocketed bras is to hold a breast form. They don't care if you'd like certain colors, straps, or other features. Some bras may cost a few dollars more, but just like any other garment, sometimes it's worth it!

Due to manufacturer price increases, some items previously considered "insurance allowable" will now be considered upgrades or unassigned (you pay out of pocket & we file to have Medicare reimburse you directly)

## End Of Year Schedule

### Holiday Closing Schedule

### Order Cutoff Schedule

<i>Thanksgiving</i>	<i>Christmas</i>	<i>New Year's</i>	<i>ORDER PICK UP IN STORE OR SHIPPING MULTIPLE SUPPLIERS</i>	<i>DROP SHIP ORDERS ABC</i>
<i>Nov. 22<sup>nd</sup> @ 1 pm thru Nov. 27<sup>th</sup></i>	<i>Closed Dec. 22<sup>nd</sup> thru Dec 25<sup>th</sup></i>	<i>Mon. Jan. 1<sup>st</sup></i>	<i>Wed. Dec. 20<sup>th</sup></i>	<i>Tues. Dec. 26<sup>th</sup></i>

\*YOUR DATE OF SERVICE IS WHEN YOUR SUPPLIES ARE DELIVERED, NOT YOUR ORDER DATE \*