

The Latest Gossip...

Fall/Winter 2021

Email Makes Things So Easy & Efficient!

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

COVID19 Response

It's been very challenging for all of us over the last year and a half to say the least! COVID 19 continues to affect how we conduct our lives & our business.

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 continues to take the safety of our clients and employees very seriously as most of our clientele is at higher risk for complications.

Therefore, we continue to:

- Require Masks
- Perform Extra Sanitation
- Require Social Distancing
- Conduct Health Screening
- Reduce visits by drop shipping orders
- Offer Virtual Appts

Please keep in mind:

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

There continue to be supply chain delays resulting in backorders and out of stocks.

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

News to Know: End of the Year

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.

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 or 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. If it says "bra" you can only get 1 bra! Ask them to write it for "Bras & Prosthesis" to save time & aggravation.

Do you need to be refitted?

Appointments tend to fill up quickly after Labor Day so make sure you plan 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!

We'd like to take a moment to say "Thank You For Your Continued Support! We Love Our Clients!!"

We are happy to announce we are adding to the Stepping Stones team to continue to serve you. Thank you in advance for your patience as we go through training.

We give our all to provide excellent service. While life can be full of inconveniences, please remember that we are here to help you. If there are any delays in your request, please understand that we have to operate under the strict guidelines set by the government and insurance companies. Again, thank you so much for your support. 😊

"Kindness is the language which the deaf can hear and the blind can see." – Mark Twain

Visit Us On The Web @ www.steppingstones4women.com or Like Us On Facebook

Do You Have A MEDICARE Plan?

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

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 dispense products to you.

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

signature by a Medicare approved healthcare provider.

Once we have it, we must send a request to the provider to sign a "Standard Written Order" and return it 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 supplies.

These documents must be received PRIOR TO your appointment.

If there are delays, please know that we work expeditiously every day for thousands of our patients to obtain the documents that Medicare requires.

You can expedite the process by following up with your doctor's office.

We Need Your Help To File Your Insurance

Bra Policy Change

Effective Nov. 2019

We will gladly file your insurance claim for 3 or more bras.

Due to increasing administrative & product costs, we will no longer file insurance for 1 or 2 bras.

Just like any of your other healthcare providers, filing your insurance has many requirements...

-You must provide complete insurance information including your current plan name & member ID. For example, just because you still have the same plan, we can't assume they haven't changed your ID #.

-If you have a Medicare Advantage plan, we must also have your Medicare #. Our billing software requires it.

We must have the documentation that your insurance plan requires. All Medicare plans require not only a prescription, but also a signed Standard Written Order & your last office visit notes.

We must have your current contact information. If it doesn't match your insurance plan, they will deny the claim.

We must have your social security #... Not only is it

your universal electronic medical records identifier, it is also your alternate insurance ID #. In addition, you are leaving with product that has not been paid for. You couldn't leave a store with a TV that hasn't been paid for without providing your credit application you're your social security #. Same with your supplies.

If you'd rather not provide all necessary information, you are welcome to pay out of pocket for your supplies.

A bra is a bra is a bra...

The only reason insurance covers pocketed bras is to hold your 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

Thanksgiving	Christmas	New Year's
Nov. 24 th at 1 pm Reopening Nov. 29 th	Dec. 23 rd at 1 pm Reopening Dec. 27 th	Dec. 30 th at 1 pm Reopening Jan. 4 th

ORDER PICK UP IN STORE OR SHIPPING MULTIPLE SUPPLIERS	DROP SHIP ORDERS (ABC & Jodee)
Thursday, Dec. 16 th at Noon	Tuesday, Dec. 28 th At Noon