

# The Latest Gossip...

Fall/Winter 2022

## 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.*

## Masks Are Still Required AT ALL TIMES

Because Covid 19, Influenza, and RSV are so active in our community, MASKS WILL BE REQUIRED UNTIL FURTHER NOTICE.

All of our patrons are compromised in some way and are more susceptible to severe illness. For their sake and for myself and my employees, we will continue to be vigilant in keeping everyone as safe and healthy as possible.

We Will Not Be Able to Supply Masks Free Of Charge Effective January 1, 2023. You will be charged \$1.00 for each mask you or your visitors require.

## 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 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 30<sup>th</sup>.

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](http://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. 23 <sup>rd</sup> thru Nov. 27 <sup>th</sup>	Closed December 23 <sup>rd</sup> thru 26 <sup>th</sup>	Dec. 30 <sup>th</sup> at 1 pm  Last Pick Up Day of the year!!

ORDER PICK UP IN STORE OR SHIPPING MULTIPLE SUPPLIERS	DROP SHIP ORDERS ABC
Thursday, Dec. 15 <sup>th</sup> at Noon	Tuesday, Dec. 27 <sup>th</sup> At Noon