

# Stepping Stones Women's Center

Fall/Winter 2019

## *In the News*

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### We Have Moved!

It was a long & difficult process, but we opened at our beautiful new location May 6<sup>th</sup>! If you haven't been by to visit, please do so. Everyone has been enthralled with how luxurious and comfortable our new place is!

## **Open House Grand Opening!!!**

**You're Invited!**

**Friday, Nov. 1<sup>st</sup> from 1-5 p.m.**

**Come see our beautiful new location, wide variety of new products, refreshments, & door prizes!!!**

## **Custom Designed Breast Prosthetics**

*Made Just For You Including a Variety of Skin Tones*

After being specially selected by American Breast Care, our Fitters traveled to Atlanta to be trained to fit custom designed breast prosthetics! Please call for more information if interested.

- Perfect for ANY surgery! Mastectomy, Lumpectomy, or reconstruction!
- Many insurance companies provide coverage with proper documentation. You can call your customer service # and ask for L8035 coverage & benefits.  
(Please be patient as we get through the insurance paperwork)
- Ask your medical provider for an order (prescription) for 2 custom breast prosthetics per side if you are interested. [One to wash and one to wear if you would prefer it.]
- We are now a Care Credit provider so financing options are available if you are approved! See the next page for more info.

## Team Work Makes the Dream Work!!!

Stepping Stones is one of few facilities who contract with Medicare, Medicaid, & private insurance policies. We are one of a few facilities in the state because we are great at what we do because we follow the rules. We are here to serve you to the absolute best of our ability. Most people forget we are a *MEDICAL* facility. Therefore, we are required to adhere to strict standards.

- A new prescription is required EVERY year in the state of Virginia.
- We can only dispense the items listed on your prescription. I.E. if your doctor writes “2 bras” we can only issue that item & that amount.
- The prescription needs to be written by a provider you have seen within the last 6 months.
- If you have any Medicare plan, we must obtain additional documentation from your provider. If there is a delay, their office personnel may get busy too.
- If your insurance requires a referral, it is up to your Primary Care Physician to obtain it accurately. If their office has questions, please have them call us.

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Please understand that the documents we need are required by insurance companies...When you call to order or schedule, we will ask you...

- To Confirm your birthdate, current address, preferred phone #, your current weight, and if you have had any surgical changes.
- All of your current insurance information (Commercial, Medicare, Medicaid, Medicare Advantage)
- The details of your prescription that meets all of the above requirements.
- Understanding that we are working to serve you as quickly & efficiently as possible with a smile on our face and care in our hearts.
- Please advise us if you'd like to be added to our cancellation list.
- Please call if you need to cancel or reschedule your appointment...  
There is a \$50.00 No Show/No Call Fee.
- Your supplies can't be ordered until we receive all necessary documentation and payment for any out of pocket expenses.
- If you have placed an order for pick up, you must pick up within 30 days of being contacted or a minimum of \$25.00 restocking fee will be charged.

### **FITTING APPOINTMENTS ARE RUNNING OUT...**

If you want to receive your supplies by the end of the year...you may be eligible to simply reorder:

- If you've been here in the last 2 years.
- If you don't have weight loss or gain within 10 lbs.
- If you haven't had additional breast surgery.
- If your supplies still fit and feel comfortable.
- All required medical documentation is on file or if you'd rather pay out of pocket

**Please remember the last day to order is 12/4 for mailing, 12/11 for pick up.**

## Frequently Asked Questions...

- Why do we need your social security number?
  - For accreditation & documentation requirements
  - If you are leaving with unpaid merchandise
  - We must convert to and match up with Electronic Medical Records.
  - We are compliant with HIPAA and the Federal Privacy Act (just like your other health care providers).
- What does my insurance “Pay For?”
  - All insurance policies are different...we can give you general information about your coverage, but it is up to you to know your policy.
  - Your insurance helps to pay for your bras & prosthetics. You are responsible for your deductible, coinsurance, & any upgrade you choose. If your insurance denies, you are responsible for the bill.
- Why do so much paperwork?
  - Easy... insurance!
  - Trust us...being a medical facility, the requirements make our jobs way more difficult than we'd like.
- Why did I get a bill?
  - While we try to estimate out of pocket costs, insurance companies don't give guarantee of payment, so we can't either.
  - We try to include a letter with your statement. Your first call is to your insurance company!
- Why so long to get an appointment?
  - There are only a very few breast care facilities because it's a **Labor of Love!** Stepping Stones began after our co-founder, Peggy's diagnosis of breast cancer. At the end of the day, nobody makes much money doing this...we do it because we care about every woman who has dealt with this disease.

## But the Great News Is... YOU Have A Choice!!

If you'd rather not deal with prescriptions, paperwork, referrals, providing the necessary personal information...You Always Have the Option of Paying Out Of Pocket for your supplies.

After all, we've been buying clothes (including bras) most of our lives!

Please let our staff know when you call that you'd rather just pay out of pocket.

In addition to all major credit cards, we are now a Care Credit provider which is a healthcare credit card to cover costs not covered by your health insurance (deductibles, coinsurance, etc)

\*Subject to Credit Approval

*You don't have to ask "How Many" or "What Kind" of bras can I get?*

*You Can Get Whatever and However Many You Want!!! How Awesome Is That?*

*We'll gladly accept your credit card payment over the phone and order your supplies for you.*

## Office Hours

Our office schedule is Mon, Tues, Thur. 9-4:30  
Wed. 9-5:30 & Fri. 9-2

## Holiday Schedule

<b>Thanksgiving</b> Closing at 1pm Nov. 27 <sup>th</sup> Closed Nov. 28 <sup>th</sup> & 29 <sup>th</sup>	<b>Christmas</b> Closed Dec. 24 <sup>th</sup> Closed Dec. 25 <sup>th</sup>	<b>New Year's</b> Closed Dec. 31 <sup>st</sup> Closed Jan. 1 <sup>st</sup>
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## Order Deadlines for 2018

The Last Day order supplies for mailing is Wednesday, 12/4/19  
The Last Day to order supplies for pick up is Wednesday, 12/11/19  
The Last Day to pick up orders for this year's benefits is Monday, 12/30/19

Remember, your insurance can't be billed until you receive your product... NOT the day you place your order. Your order can't be placed until the documents are complete...Plan Ahead!

Email: [Steppingstoneswc@aol.com](mailto:Steppingstoneswc@aol.com) URL: [steppingstones4women.com](http://steppingstones4women.com)

Keep Up With Stepping Stones On Social Media!!!

Facebook, Instagram, & Twitter!!!



Healthcare financing with CareCredit  
Whether you use your healthcare credit card to cover your deductible, or to pay for treatments covered by insurance\*, CareCredit helps make the health, wellness and beauty procedures you want possible today.

\*Subject to credit approval.