

ORTHOTIC FAQ

Q: What are Custom Orthotics?

A: Custom orthotics are **prescription-grade inserts built exactly for your feet**, not off the shelf. They correct motion, offload pressure, and align your body from the ground up. We design them so your feet move the way they were meant to. They help treat plantar fasciitis, tendonitis, arthritis, flat feet, and other painful conditions that keep you from doing what you love.

Q: What are the benefits of wearing Custom Orthotics?

A: Every step feels lighter and more stable. Most patients notice:

- Relief from foot, ankle, knee, and back pain
- Better balance and posture
- Fewer flare-ups and injuries
- More energy when walking or standing

Orthotics are a **non-surgical, long-term fix**—not a Band-Aid. They keep you active, comfortable, and independent for years.

Q: How do Orthotics work?

A: They **change the way pressure travels through your feet**, restoring normal motion and reducing the constant strain that causes inflammation. Think of them as “custom shock absorbers” for your feet—protecting your joints every step of the day.

Q: Who can benefit from Orthotics?

A: Anyone who wants to walk, work, or play without foot pain. If you’ve ever ended your day limping, these are made for you. They’re especially helpful for people who stand all day, athletes, and those with diabetes or arthritis.

Q: How long do orthotics take to make?

A: Standard turnaround is about **two to three weeks**, but we offer a rush option if you need them faster.

Q: Is there a break in period?

A: Go slow and break in the orthotics over the first two weeks—start with one hour the first day and increase one hour per day thereafter. By about two weeks, most people forget they’re even in their shoes. Get to the point that you’re walking in them for day-to-day activities before wearing them for all day work or athletic activities.

Q: How long do they last?

A: Custom orthotics usually last anywhere from two to five years, depending on use and wear. Signs that you might need a new orthotic including: 1) new or worsening



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foot pain despite use of the same device, 2) obvious change in foot size or structure, or 3) “fatigue fracture” i.e., cracking of the shell (hard part) of the device.

Q: How much do they cost?

A: Your first pair of custom orthotics is **\$425**, which includes your digital scan or foam box casting, lab fabrication, and fitting adjustments. Because they last for years and prevent repeat pain or injuries, most patients find they more than pay for themselves. **Most people actually get two pairs** — one for their everyday shoes and one for workout or dress shoes — because that’s what keeps them consistent and comfortable. We make that easy: **your second pair is \$200 off**, and it helps you stay compliant since you won’t need to switch them between shoes.

Q: Can't I just buy over-the-counter insoles?

A: You could—but those are like reading glasses from a drugstore: they help a little, but they’re not built for you. Over-the-counter insoles mainly support the arch, but they do not correct the three-dimensional position of your foot. Additionally, OTC devices wear out in months; custom orthotics last for years and actually correct the problem.

Q: Will they fit in all my shoes?

A: They fit most athletic and walking shoes with removable liners, and we can design slimmer versions for dress/work/or sport-specific shoes if needed.

Q: Do orthotics hurt to wear at first?

A: You might feel some new pressure points at first—that’s how you know they’re correcting your mechanics. Break them in slowly over the first two weeks, and if something still doesn’t feel right, let us know!

Q: I tried orthotics before and they didn't help—why would these be different?

A: Most “orthotics” people try aren’t truly custom or aren’t matched to the root cause. We use proven casting techniques and a correction plan tailored to your diagnosis. If something feels off, we’ll tweak it until it works.

Q: Does insurance cover orthotics?

A: Some plans cover custom orthotics, but many consider them a “non-covered” item. Regardless of coverage, patients usually keep using them because the value far exceeds the cost—lasting 10x longer than store-bought insoles and often eliminating the need for injections or repeat visits. If you would like to inquire with your insurance provider, ask them about cpt code: L3000, and diagnosis codes: M216x1 (RT Foot) and M216x2 (LT Foot).



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