



ALLIANCE

PROSTHETICS + ORTHOTICS

We are so glad you have chosen Alliance for the care of your Prosthetics or Orthotics. Our mission is to inspire a deep passion for setting and achieving goals among our patients with physical disabilities, in so doing helping them to recognize their inherent value and worth.

Here at Alliance, we want to make sure to communicate with all our patients the way our process works to avoid any confusion. Now that we have seen you and know exactly what codes we will bill your insurance there are some steps that have to take places to get you the devices you need.

1. We will send a detailed prescription with these specific codes along with a letter asking for certain verbiage to be added to your last progress notes to your doctor. We will fax the detailed prescription the same day we see you for your Initial Evaluation, then 3 days later, and then every 3 days from there we will make a follow up call to your Physician to check on the paperwork we have sent.

2. Once we have followed up with your physician 3 times, after 2 weeks, if we have NOT heard back from your physician, we will call you so you can contact your physician to see where your paperwork may be. We can not order your device till we have this paperwork form your physician. So, this step is important.

3. Once all paperwork is back and is correct, then we must contact your insurance and make sure your device does not need authorization. This process also can take a couple of days, again we check back with your insurance every 3 days to see what your insurance policy requires.

4. Once we know about your insurance and get the proper authorization needed , then we begin to make or order your device.

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