

# ALJAN CO.

ORTHOTICS – PROSTHETICS  
PEDORTHICS

*A Division of Burke Labs, Inc.*

Welcome to the Aljan Company!

You have just finished the evaluation for your Orthotic/Pedorthic/Prosthetic device. Here's what happens next:

- Your Practitioner will provide our Billing Department with the list of recommended charges for your device to fulfill your physician's referral.
- The Billing Department will verify your insurance benefits. Depending on what type of insurance you have, special documentation and/or Pre-Authorization may be required.
  - If documentation is required – we will request this from your referring provider. Once this is received, and it meets insurance requirements, we will be able to proceed.
  - If Pre-Authorization is required – we will submit this to your insurance company. ***Please note – most insurances allow 15 business days to process an authorization request.***
- Once all of the insurance requirements have been met, the Billing Department will determine the out of pocket amount.
  - If the out of pocket amount is **UNDER** \$100.00 you will be sent a letter and fabrication of your device will begin.
  - If the out of pocket amount is **OVER** \$100.00 you will be contacted by phone or email to approve this amount. Fabrication will **NOT** begin until you respond to our contact to approve the out of pocket amount.
  - If you would like a phone call, regardless of the out of pocket amount, from our Billing Department to discuss this, please let staff know.
- After the out of pocket amount has been approved by you, fabrication of your device will begin. Depending on the type of device you are receiving, the time frame will vary.
- Once fabrication is complete, you will be contacted to schedule a fitting and delivery appointment. *It is imperative that you respond to any messages left from our office in order to fit you with your device in a timely manner and that we have the most updated contact/insurance information.*