

The use of cranial remolding orthosis in the treatment of Deformational Plagiocephaly and Brachycephaly is considered by most insurance companies to be cosmetic in nature and not a matter of medical necessity. Therefore, it is often a non-covered service. While some insurers have published criteria for approval of this service, there is no guarantee payment will be forthcoming.

**Our office staff will obtain all necessary prescriptions and medical necessity attestations, to file your insurance claim and seek reimbursement for you. We offer assistance in submitting appeals by providing medical literature and letter writing guidance to counter the denial reason given by the insurer.**

### When Calling your Insurance Company...

Get a piece of loose-leaf paper and a pen and make headings for: date of call, number called, agent's name, topics discussed... you get the idea. Take notes on every call you make to the insurance company and record all information regarding what documentation they require for authorization of services.

Now you can make your first call to the insurance company (call the member number on the back of your insurance card) and ask to speak with a customer service representative. Once you have the name of the insurance agent ask if you have DME (Durable Medical Equipment) coverage and more specifically Orthotic Coverage. Ask if HCPCS code S1040 Cranial Remolding Orthosis is a covered service. **MAKE SURE YOU CLEARLY STATE YOU ARE INQUIRING ABOUT COVERAGE FOR A CRANIAL REMOLDING ORTHOSIS.**

The insurance agent may tell you they need certain documentation and that the service must be reviewed by the medical staff to determine medical necessity. If this is the case ask the agent **WHAT DOCUMENTATION IS REQUIRED TO PROVE MEDICALLY NECESSITY?** If they can't answer ask to speak to a supervisor (record their name) and pose the same question. The usual documentation includes: a prescription from an M.D., a letter of medical necessity from the ordering physician, evaluation and measurements by the Orthotist, pediatrician notes stating the pediatrician told you to reposition your infant to prevent head flattening-this failed and they sent you to a specialist for evaluation of your infants head shape, a letter from the baby's physical therapist or Early Intervention Program if they are involved and in rare cases, photo's of the baby's head.

### When you Meet with Our Staff...

We will provide a letter for you listing all the medical professionals who need to provide medical necessity documentation. We will also call your insurance company and verify your coverage limits, any deductibles or co-insurance issues and let you know what, if any, financial responsibility will be involved.

We look forward to seeing you and your child to provide information and any necessary services to correct their condition.

