

## **Bioworks Deposit Policy for Shoes/Orthotics**

### **Orthotics:**

A **\$50.00** deposit is required once the patient or patient's representative has authorized either the fabrication or ordering of the custom foot orthotics. If the authorization is made at the evaluation appointment, we will collect the deposit prior to your departure. If we call you with your orthotic benefits and you approve the fabrication/ordering, we will collect payment over the phone.

The few exceptions to this policy may include patients with Medicaid (or Medicaid HMO) insurances and patients with Workers' Compensation claims.

Please keep in mind that the deposit will be applied to final balance after claim has been processed through insurance or to your self-pay balance. If your balance after claim has been processed is less than \$50.00, we will refund you the difference.

If you are requesting a 2<sup>nd</sup> pair of orthotics and we are using the current scan on file, we do require full payment, prior to the fabrication of the 2<sup>nd</sup> pair.

### **Shoes:**

A **\$50.00** deposit is required for shoes to be ordered. If we are going to submit a claim to insurance for shoes, then we do NOT require this deposit.

Once we have received the shoes and have contacted you about an appointment, we will hold onto the shoes for 30 days. After the 30 days we will return them back to the manufacturer.

We will hold the shoes past 30 days for some extenuating circumstances. We do ask that you stay in contact with us if conflict does arise and you are unable to make/keep an appointment in the 30 days.

Please keep in mind that the deposit will be applied to final balance of the cost of the shoes. Once you are fit with your shoes and you are satisfied with the fit, we will collect the remaining balance.

**\*EFFECTIVE JANUARY 1, 2023\***