

## **Katherine E. Chou, DPM**

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### **Orthotics FAQ**

#### **Why doesn't my insurance cover the cost of pre-fabricated orthotics?**

Insurance does not cover pre-fabricated orthotics because they are considered an over the counter retail item. Much like band-aids, they are medically necessary, but insurance does not cover these costs.

#### **Why isn't it covered if it's being dispensed at the office?**

It is still considered a retail item. We carry these items as a convenience to patients and because it is the best Dr. Chou has seen on the market.

#### **Can I pay for this using my HSA/FSA?**

Yes! Any items we sell in office are HSA/FSA eligible and we can provide you with a detailed receipt for your insurance.

#### **I'm planning to get custom orthotics, why do I need these?**

If your insurance covers custom orthotics, they often require you to try over the counter ones first.

#### **If I'm already casted for custom orthotics, why do I need over the counter ones?**

This is completely up to you! Because custom orthotics take about 4 weeks to be made, most patients would like to start treatment immediately while they wait.

#### **If I want a second pair of orthotics, custom or pre-fabricated, do I need an appointment?**

You can drop by whenever the office is open, no appointment necessary! Just be sure of the size and style of Powersteps you have. If ordering a 2nd pair of custom orthotics, let us know for which type of shoes the orthotics will be worn in so we can order the appropriate size.