

Frequently Asked Questions

1) Is my insurance accepted at Family Orthotics and Prosthetics?

A: Family Orthotics and Prosthetics participates with the following insurance providers:

Aetna
Blue Cross Blue Shield of Nebraska
Coventry Healthcare
Homelink
Medicare
Medicaid (Nebraska, Kansas, and Iowa)
Midlands Choice
Mutual of Omaha
Point Centers of America
Principal Financial
Unicare

If prior authorization is obtained first, we do accept patients for appointments with the following insurance providers:

United Healthcare
Veterans Administration

Please note that this is NOT an exhaustive list. If you do not see your provider listed, please call us toll-free, 866.338.3550.

2) Does my insurance provider cover my orthosis or prosthesis?

A: Each insurance provider has different guidelines for the coverage of orthotics and prosthetics, more commonly known as durable medical equipment with your insurance provider. Please contact your insurance provider or one of our staff for further information.

3) What can I do if my insurance provider does not cover my orthosis or prosthesis?

A: If your insurance provider does not cover the orthosis or prosthesis you received, you are responsible for payment. If you are unable to cover the full balance with one payment, payment arrangements can be made by contacting our office toll-free, 866.338.3550, or utilizing one of the available financing options. All forms of payment are accepted including cash, personal check, or VISA or MasterCard.

4) What if my orthosis or prosthesis was made by someone else?

A: You can still see us. If adjustments or repairs are necessary, charges for labor and/or minor parts many incur. On the other hand, if an evaluation by one of our practitioners deems a new orthosis or prosthesis is necessary, our staff will

contact your insurance provider to make sure you can receive the item in the current year and provide it to you accordingly.

5) Will I be charged for my office visit?

A: In most cases, you will not be charged for your office visit. Family Orthotics and Prosthetics is not a medical office, but works with the prescription of your primary care or referring physician. As such, an evaluation is free of charge. However, if adjustments or repairs are necessary to the existing orthosis or prosthesis, charges for labor and/or minor parts may incur.

6) What if my prescription is on another company's prescription pad?

A: We can still see you. After an initial evaluation by one of our practitioners, a more detailed prescription will be sought by our staff. You are responsible, however, for providing us with the correct name of your primary care and/or referring physician.

7) Can I see you before I get a prescription?

A: Yes. After an initial evaluation by one of our practitioners, a prescription will be sought by our staff if one was not provided. You are responsible, however, for providing us with the correct name of your primary care and/or referring physician.

8) How will I be notified of a balance on my account? How can I take care of it?

A: After Family Orthotics and Prosthetics submits a claim to insurance, and payment is rendered by the insurance company, you will receive an invoice in the mail. A statement is also sent out each month to notify you of the balance on your account. If your balance cannot be paid in full, monthly payment arrangements can be made with our office. However, interest will accrue at 12% APR on all balances not paid in full.

9) How do I make an appointment? Where will I be seen?

A: To make an appointment, please call our office. You may contact us, toll-free, at 866.338.3550 or 888.437.8880. Please specify when calling where you would like to be seen. Family O&P has offices in Kearney or Lincoln, and satellite clinics in North Platte, McCook, O'Neill, and Grand Island.

10) How long will it take me to receive my orthosis or prosthesis?

A: Items kept in our office inventory, namely cervical collars, thumb spicas, and walking boots, are delivered immediately. If an item is custom made for a patient, the delivery time varies. For example, if your child is being fit with a Cranial Remolding Orthosis (CRO), you can expect it within a week of its order date. If you are receiving a pair of foot orthotics that is fabricated in-house, you could have it fit within 1-2 days. However, if the item is fabricated outside of our office, two weeks or more may be needed before delivery is scheduled.

11) What can I do if my question is not answered here or on our website?

A: Call us! We at Family Orthotics and Prosthetics are constantly looking to improve the way we serve our patients. If your question has not been answered here, and you would like to have it included in our list of frequently asked questions, please take a moment to let us know. You might find it here soon!