



NaperMed, Inc.

Where service and quality matter!

MassageSupplier.com | PilatesSupplier.com
MassageTableRentals.com | VitrectomyRentals.com

Handling Insurance Reimbursement for Face-Down Recovery Rentals: Our Recommendations

1. **Discuss a treatment plan with your physician.** Both you and your physician should agree upon how long your rental should be scheduled for. Typically, one to 30 days are required for recovery. We will work with you as you heal, and adjust your bill or provide additional receipts to file for reimbursement if needed.
2. **Check with your insurance company** to determine whether or not a physician referral is required. Some insurance companies may require that the rental be pre-qualified, and they be informed that you plan to rent recovery positioning equipment for a successful recovery and to avoid repeating the surgical procedure.
3. **If you do need a referral, call your doctor.** Some doctors will write referrals when you call and ask for it, if the condition has already been discussed or treated.
4. **Please have your doctor's office fax a copy of your referral to our office at 800-687-5199.** We cannot answer questions from your insurance company if they call and we do not have it. This may slow down your reimbursement, so be sure to get us a copy of your referral.
5. Information is also available on our web site at <http://www.massagetablerentals.com/rental-equipment/eye-surgery-recovery-equipment.htm>
6. **We provide a form for reimbursement.** You are responsible for charges not paid by insurance, and need to pay for your rental at the time it is shipped or picked up. Mail your coded receipt form or forms to you insurance company.
7. **Please make sure that the referring physician's name is on the bill, as well as the diagnosis code (example 976.5) is written in on EVERY bill.** If we have this information, we will write in when you are in our office whenever possible. If we do not have a copy of your referral, we cannot write this info in for you or answer any questions about the referral. You can write it in on the Diagnosis code line, as the insurance processor will probably require this information to file your claim. Your doctor's office may provide up to three diagnosis codes for your form.
8. We provide duplicated forms for your filing needs. **Keep one of the duplicates for yourself,** and mail one to your insurance company. This is just a step to help you have a copy for your own records.
9. Following each rental, **be sure to obtain a receipt to file for reimbursement with your insurance company.** At this time, NaperMed, Inc. does not process these forms for you. We will answer questions and assist your insurance providers to obtain the information needed to process your claims and get your coverage.