

## **Medical insurance claims**

We will progress claims for treatment on behalf of patients but require full payment at the time of consultation/order. Once we have received payment from the insurance company we will refund the full amount of monies received to patients. This approach is necessary because

1. Patients don't always have medical insurance which covers biomechanical assessment and/or orthotics.
2. Policies may cover some treatments and not others.
3. Some policies have excess amounts which patients may or may not be aware of.
4. In some cases, pre-approval for claims may be required which patients have not always got.
5. The time to get payment can be significant.

Patients may also prefer to progress claims themselves in which case we can offer advice for terminology understood by the main insurance providers.