

Important Product Information

Please read carefully.



About Your Medical Equipment

Option One – Insurance Billing

You may receive the product now, at the time of treatment, and OrthoWashington will bill your health insurance company. If your insurance policy does not cover the cost of the product you receive, you will be responsible for any amount determined to be your financial responsibility either due to deductibles, coinsurance, or determinations of non-coverage after we have submitted a claim to your health plan. Please be sure to provide OrthoWashington with your current health insurance information to ensure that a claim can be filed to your insurance.

Please note the following items or not covered by Medicare and some insurance carriers. In the event of a determination of noncoverage, you will be responsible for the cost of the item.

- Arm Slings
- Bunion Splints
- Calf Supporters
- Cast Covers
- Cast Shoes
- Cervical pillows
- Cold Therapy Products
- Compression stockings
- Edema Gloves
- Elastic Garments (such as knee sleeves, wrist supports, ankle wraps, and spinal garments)
- Exercise Pulleys
- Heel Cups and Lids
- Heel/Elbow Protectors
- Hip Abduction Pillows
- Lumbar pillows
- Post-Op Shoes
- Standard Insoles
- Shoulder Abductors
- Thigh Supports

Option Two – Non-covered Items

You may choose to pay for the item info at the time of service and receive a "Time of Service" discount rate of 10%. Payment must be made at the time of service by check or credit card only. If payment is not made in full at the time of service and you opt instead to process a claim to your insurance carrier, the product will be billed at the full billing rate. Not offered to Medicare patients for Medicare covered items.

Option Three – Third-Party Rental/Purchase Option

Some durable medical equipment (DME) such as canes or crutches can be rented or purchased, however, OrthoWashington products are purchase-only items. If you do not wish to purchase the products from us, you may request a prescription for these products and you may consult a third party such as your local pharmacy or medical supply company to fill your order.

Returns and Exchanges

This is a medical device. Due to health and sanitary reasons, OrthoWashington does not accept returns on medical equipment.

Billing Questions

For all billing questions, please call our office at (425) 284-0660.

Auto Liability | Worker's Compensation

If your injury was the result of an automobile or worker's compensation accident, please provide complete insurance policy information on the attached form and indicate the date of injury and include any additional health insurance information in the section labeled **Secondary Insurance Information** on the form.