Sample Standard Operating Procedure for: (Insert Clinic Name)

Prescribing and Billing for Orthotics

This procedure is intended to provide step-by-step guidance for prescribing and billing orthotics in the office.

**Scanning/Casting Methodology:** (Enter the steps in the process used to take proper measurements for orthotics. If you scan every new patient, for example, create an SOP for this process. If you use foam casting kits, describe the process. Who does the scanning/casting? What scripting is used with the patient? If this is a part of your written NP procedure, place the two SOPs together in your procedure manual.)

**Insurance Verification:** (Enter the process used to verify patients’ orthotics benefits. Include the process for locating and reviewing the medical review policy for orthotics for the carrier you’re billing. Describe who does this procedure, when it is considered complete, and how you determined whether billing takes place based on the findings.)

**Orthotics Included in Treatment Plan:** (Enter the process used by the provider to prescribe orthotics as a part of the written treatment plan. Include the details of choosing the appropriate diagnosis and recommended type and style of orthotics.)

**Financial Discussions with Patients:** (Enter the process and script for describing the cost of orthotics to the patient. Include the process for determining whether the patient will be required to pay all or some of the cost. Outline steps necessary to build the cost of the orthotics into the payment plan, if appropriate)

**Billing and Coding for Orthotics:** (Enter the process used for coding the orthotics. Include directions for situations when more than one pair is ordered as well as the process for billing/coding orthotics built into or that are a part of a shoe. Describe how you keep up to date with the coding and billing in this procedure.)

**Dispensing Orthotics:** (Enter the process used for dispensing the orthotics to the patient, including the process used on the visit. Include details of how you explained the break-in process and the wear schedule. Include the proper use of the code 97760 and the subsequent use of the code 97762 should an additional orthotic check out be necessary.)

(This outline is meant to guide and direct you through the steps for this procedure. Be sure to include any additional steps that are a part of your orthotic process.)