



Welcome to AtlanticProCare!

This is an exciting time for the fields of Orthotics (skeletal bracing) and Prosthetics (artificial limbs), with new developments re-shaping patient care. Things that had to be "good enough" for years are being replaced with new materials, new techniques and computer aided technology. Had a brace or an artificial limb before? Now it will be lighter, more comfortable and will work better. Today, what you know from previous personal experience or have heard from other companies is probably old news.

We are the area's leader in these new approaches. New technology, and our own ongoing research and development, means that we can improve people's lives with state-of-the-art solutions that are unparalleled in Maine. We are doing pioneering work in the areas of clubfoot treatment for infants, lower extremity management for Cerebral Palsy, brain injury patients, spinal bracing for aging adult patients and volume management prosthetics for amputees. In fact, people travel from other areas of the country just to receive the care that only we can provide. And if the solutions that you need don't exist, we will create them for you.

For more information about these and all of our other services, or to arrange a free consultation for yourself or someone you know, please visit our website or speak with any of our staff.

Our Pledge to you:

- We know that you had a choice and we appreciate the opportunity to earn your trust.
- We are proud to provide you with the best possible care in the fields of Prosthetics and orthotics. We understand the importance of your participation in your care and will work with you to provide information and resources necessary to insure the best possible outcomes for you.
- We will do everything in our power to resolve problems that you might be having while you're here.
- We value your time and will strive to minimize any unnecessary waiting while we care for you and for other patients.

Our patient-friendly payment policy:

As a courtesy to you, we will spend the time to:

- Review your charges with your insurance company to determine an estimate of your coverage.
- Bill your insurance company for you.
- Review your anticipated costs prior to initiating services.
- Calculate your anticipated balance at the time of service.

Please be aware that despite our good faith efforts, the final determination of your patient balance is determined by your insurance company and is available only after submitting charges for you. You may be responsible for charges above and beyond what is determined at the time of your visit. Please feel free to direct all inquiries to our Billing Specialist.

- Payment of your portion of the cost (the patient balance) will be required the day that we initiate treatment for you. Cash, check, Mastercard, Visa and Discover and Care Credit are accepted.
- Any remaining balance will be due after your insurance company has provided an Explanation of Benefits (EOB).
- Should your insurance company fail to pay your claim within 60 days, you are responsible for the total cost.
- Please be aware that your insurance company may require prior authorization or a referral before treatment can begin which may slow down the process. Also, certain insurers do not cover some services; in these cases, you will be notified and full payment will be required prior to initiating treatment.

Questions.

If you have any questions about your condition, we encourage you to call during our regular office hours (9-5). Our front office staff can answer many of your questions or advise you when to be seen. If your question needs to be discussed with your practitioner, your message will be forwarded and your call will be returned as soon as possible.