

Patient Handout

What to Expect After Signing Your Consent Form

1 Documentation We Need First

If you are using insurance, most plans require the following before we are permitted to place your order:

- ✓ A valid prescription from your prescribing physician
- ✓ Your most recent clinical evaluation or treatment notes from your therapist or clinician

If **Medicare is your primary insurance**, current Medicare guidelines also require physician documentation establishing your diagnosis. We must obtain detailed physician notes directly from your prescribing provider confirming the medical necessity of the items ordered.

Good news — we handle this for you. Comfort Care Medical will request all required documentation directly from your provider(s) on your behalf. If we need your assistance in obtaining these records, we will contact you.

2 Payment

Payment of your estimated portion is due at the time of service, before your order is processed. Because coinsurance and deductibles vary by policy, we can only approximate the percentage covered by your plan. If we have overestimated your fees, the excess will be remitted to you; if we have underestimated, we will anticipate prompt payment of the balance. **Interest-free payment plans are available** — just ask.

3 When Your Order Is Placed

- Once payment is received and all required documentation is on file, your order will be placed promptly.
- If documentation is pending, we must wait until it is received before placing your order.
- If you are paying 100% out-of-pocket (not processing through insurance), your order will be placed immediately upon receipt of payment — no insurance documentation is required.

4 Your Delivery Ticket (Proof of Delivery)

After you receive your items, insurance requires a signed Delivery Ticket (Proof of Delivery) before any claim can be submitted for coverage. Your signature confirms to your insurance company that you received the items ordered. Once your order is placed, you will receive an email containing your Delivery Ticket for e-signature. If you do not see the email, please check your spam or junk folder. Automatic reminders will be sent every three (3) days until the document is signed. If we have no email on file, we will mail a copy for signature.

5 Why the Signature Date Matters

The date you sign the Delivery Ticket becomes the official date of service reported to insurance. For example, if your garments are delivered in December but the Delivery Ticket is signed in January, insurance will apply the claim to the new calendar year — which may impact your deductible or out-of-pocket responsibility if your benefits reset on January 1st. Once the signed Delivery Ticket is received, we will promptly submit your claim to insurance. Timely signature helps ensure proper benefit application and avoids unnecessary delays or unexpected financial responsibility.

Questions? Call us at **+1 888-358-1580** or email **customerservice@comfortcaremd.com** — we are happy to help.