



Desert Orthopedics Center, PLLC
7301 E. 2nd St., Ste 310, Scottsdale, AZ 85251
www.desertorthocenter.com
contactus@desertorthocenter.com
Phone: 877-821-4657
Fax: 866-207-6786

DME

“Durable Medical Equipment”

Patient Information process guide sheet

My name is Ruby Acosta, DME Technician for Desert Orthopedics Center, and I will be further on contacting you to schedule your DME fitting that has been recommended by Sar Ahmed M.D, Kristie Thatcher P.A, and or Kylie Yuhas P.A. This letter is to inform you about the process after a Durable Medical Equipment has been recommended and ordered by your provider.

All type of Durable Medical Equipment will be process after order has been provided by your medical provider here at DOC, usually takes place within 1-2 business days from the date of your appointment in which the DME order was created. This order will be sent to Taylor Gunnerson, Sales Liaison, from Solidity Medical Solutions. Solidity Medical Solutions provides DOC with Durable Medical Equipment products and the billing portion of all items ordered.

- Next the insurance company will review and authorize DME order once it has been received. Please be aware that it takes time before the insurance company get the order and then a variable time to approve that **may** take several weeks. **DOC (Desert Orthopedics Center) has no control over this.**
- **For custom fabricated & fitted (E-Cast) Braces:** Once DME order has been approved the request is sent to the company to build and ultimately ship to patient’s home address on file and which also adds 1-2 weeks. Patient will contact DOC to schedule for fitting with Ruby, Tuesdays and Thursdays are reserved for DME patients, but I am more than happy to accommodate if needed.
- **For non-custom fabricated but custom fitted products:** Once DME order has been approved the request will be sent back to DOC along with DME product which also adds 1-2 weeks if products are not in DOC stock. I will be contacting you to schedule day of fitting and to inform you of any remaining balance of which the insurance did not cover.



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- **For non-custom fabricated/fitted:** DME item will be dispensed **However** Insurance will not be process at time of visit, Order will be submitted within 1-2 business days. If your insurance **does not cover** DME you will be advised within 1-2 weeks, from when the order was created, of your remaining balance and billed.

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- **For Patients that are scheduled for surgery:** DME item will be dispensed on day of pre-operative appointment. You will get fitted and walk out with product if product is in stock.
- Reimbursement balance waiver sheet will be given to patient to sign. This sheet will allow DOC to charge for any DME product that has been dispensed on date of visit with an off the shelf pricing. Once DME product has been process through patient’s insurance any remaining credit will be reimburse to patient. Addition Information sheet will be provided.
- **All sizing and or adjustments will be made at Desert Orthopedics Center.**

May all your questions be directed to:

Ruby A.
P: 602-715-2158



Taylor G.
C: 801.678.7824

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