

Ordering Your U-Step Neuro Walker is as Simple as 1...2...3

Step 1: Call Us at (800) 558-7837

- Our experienced team is happy to answer any questions you might have on our products, options, pricing and Medicare/insurance.
- Below is a link to our website that shows the 3 U-Step Neuro Walker models, options and pricing - <https://www.ustep.com/shop/>
- For example, the Standard U-Step Neuro Walker is \$625 and the Laser & Sound Cueing Module is \$259. Shipping is extra (\$40 or more), with cost depending on what is ordered and the destination. *Note: 20% discount for non-insurance orders.*

Step 2: Place Your Order

- We will complete an order form with you over the phone to ensure you are ordering the correct products and options. We can also mail an order form to you if preferred.
- Provide a credit card for payment or send us a check.
 - We offer payment plans and discounts when Medicare or insurance will not cover most of the cost. In addition, we work with neuro foundations that can often provide financial assistance when needed.
- Once your order is completed, we will provide you an estimated ship date. (modified)

Step 3: Check for Medicare / Insurance Coverage

For states where In-Step Mobility is a licensed Medicare supplier, we provide the following services, else we will direct you to an authorized medical supply company in your state.

- We will collect your insurance information for you unless it is provided by the physician's office.
- We will also contact your physician's office to provide us with the necessary prescription for submitting a claim to your insurance.
- **Medicare:** We will file a Medicare claim for you and, if approved, you should receive between a \$350-\$425 reimbursement for the U-Step Neuro Walker in about 5-6 weeks.
 - We have a high success rate in getting our customers their reimbursement.
 - Medicare is not currently reimbursing for the Laser & Sound Cueing Module.
 - If you have a secondary insurance plan, Medicare will send on your claim to that insurance plan after it has completed processing your claim.
- **Other Insurance Plans:** Call us to discuss the details of ordering a U-Step Neuro Walker through a private insurance company.

We appreciate the opportunity to help you meet your mobility needs.