

Ordering Your U-Step Neuro Walker is a Simple Process

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.
- We can check on your Medicare or other insurance coverage and let you know your potential reimbursement amount.
- You can purchase the U-Step Neuro Walker directly from us at In-Step Mobility or from an authorized dealer. If you would prefer to use a dealer, let us know your address and we'll check if there are U-Step dealers in your area.
- Below is a link to our website that shows the 3 U-Step Neuro Walker models, options and pricing - <https://www.ustep.com/shop/>
- If you decide to purchase your U-Step Neuro Walker directly from us, the first step is to place your order.

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.
 - Please note that shipping is extra, with cost depending on what is ordered and the destination.
 - 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.
- Generally, you'll receive your U-Step about 2 weeks after your order is completed.

Medicare / Insurance Coverage

In-Step Mobility is a licensed Medicare supplier in over 40 states. In those other states we will direct you to an authorized U-Step dealer in your state.

If you are ordering the U-Step directly from us:

- We will ask you for your insurance information. If that information has been provided by the physician's office, we will confirm the information with you.
- 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 reimbursement for the U-Step Neuro Walker in about 5-6 weeks.
 - We have a high success rate in getting our customers their reimbursement.
 - The office can provide you with an estimate of the Medicare reimbursement amount.
 - 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.
- **Private Insurance:** We will review your insurance plan to determine if we can file a claim for you. If we cannot, we will direct you to an authorized U-Step dealer who can file a claim for you using that insurance.
- In cases where we cannot file with Medicare or private insurance, you are welcome to purchase the U-Step from us at a 20% discount.

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