

PROCESS FOR ORDERING CUSTOM OTS PRODUCTS

An Off the Shelf soft good brace can be customized and ordered to accommodate patient size specifications for specific DonJoy OTS Products with no extra charge. Key points to note regarding Custom OTS products:

- **Most soft good braces can be made as OTS custom, however, there are limitations for each brace.**
- **CUSTOM OTS products CANNOT BE RETURNED. Please ensure the patient is aware at the time of the visit.**

Gather Custom Measurements

Obtain measurements as accurately as possible. Pulling the measuring tape snugly is recommended, not allowing extra room. When possible, opt for a wrap version to allow for extra “wiggle” room.

- Measurements are taken 3 inches and 6 inches above mid-patella, and 3 inches and 6 inches below mid-patella
- Minimum: A thigh and/or calf measurement must be at least 9 inches, if either is less the custom product can't be made
- Maximum: There is no maximum size circumference
- Thigh to Calf ratio: The maximum thigh-calf difference cannot be more than 2 sizes between the two (i.e., XXL thigh and M calf)
- NOTE: Custom Bilateral Shoulder Stabilizer is considered a Custom OTS Product

Creating the Patient Agreement

Fill out all fields on MotionMD Patient Agreement completely. An Early Warning will display indicating measurements and shipping details need to be emailed to OfficeCare Logistics.

The screenshot shows the MotionMD interface for ordering a Custom OTS product. The product is a "Custom Drytex Economy Hinged Knee Wrap" (SKU: 11-0672-X / DJO - Donjoy). The interface displays the product name, a "Fulfill from Stock" button, and pricing information: Self Pay Price: \$112.00, Billed Charge: \$160.00. The billing channel is "OfficeCare" and the self pay/TOS status is "No". The category is "OTS Splinting" and the side is "Right". The HCPCS code is "L1821". A "Warning Detected" pop-up is visible, stating: "To process an order for a Custom measured OTS product, the Custom Measurement form and Shipping details need to be emailed to OfficeCareLogistics@enovis.com to process the request." The pop-up also includes an "Attach Custom Form" button. The interface also shows "Exchange Options", "Edit", and "Remove" buttons.

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In the Product section, add the appropriate OTS Custom Product SKU and select **Fulfill From: Stock and Billing Channel: OfficeCare**.

- **Custom Standard Product SKU with an “X” as the size.**
 - For example, Drytex Economy Hinged Knee Wrap, Medium is 11-0672-3. **The CUSTOM PRODUCT SKU is 11-0672-X**
- **The Custom Sully, Custom Double Sully and Custom Bilateral Shoulder Stabilizer have specific Custom Product SKUs as listed below. These SKUs are generic. All measurements (Custom Sully) and/or size (Custom Bilateral Shoulder Stabilizer) should be sent to OC Logistics for the brace to be manufactured specifically to those measurements.**
 - **Product # 11-0526, CUSTOM SULLY**
 - **Product # 11-0527, CUSTOM DOUBLE SULLY**
 - **Product # 16-1101-0-00000, CUSTOM BILATERAL SHOULDER STABILIZER**

If the Custom OTS Product hasn't been added to the inventory in MotionMD, please submit a Help ticket and request a stock record.

****Do Not Submit PA to Billing until confirmed delivered to patient. ****

Ordering the Custom OTS Product

Email officecarelogistics@enovis.com with the custom measurements or sizing for specific custom products (ie. Custom Bilateral Shoulder Stabilizer), patient's address for drop ship and attach a copy of the completed PA Package downloaded from MotionMD.

***IMPORTANT*: CUSTOM OTS PRODUCTS MUST BE ORDERED DIRECTLY FROM OC LOGISTICS.** A custom fabricated product cannot be processed as a Drop Ship and/or restocked in MotionMD.

Monitor and Confirm Product Delivery

Mark PA as For Follow-up to monitor and confirm the patient received the product prior to submission to billing. Manufacturing the brace could take approximately 2 weeks prior to shipping.

Submit the Patient Agreement to Billing

Once OfficeCare Logistics confirms the brace has been ordered and provides shipping confirmation, mark the PA as I Followed-up and submit to billing.