



Naked Prosthetics' Customer Care team is available for candidacy assessment, sizing, fitting, and troubleshooting for fit optimization. Our Clinical Specialists, experts in partial-hand prosthetics and made up of certified prosthetists and a certified hand therapist, can help develop solutions for unique and challenging presentations.

Contact Customer Care at 888-977-6693 or 360-915-9724 or email info@npdevices.com for support at every phase of the ordering and fitting process.

FAQ

Q. Which Naked Prosthetics (“NP”) devices are body driven and which are passive?

A. NP's body-driven devices are controlled by the remaining anatomy of the patient's hand. These include the **PIPDriver™**, **MCPDriver™**, and **ThumbDriver™**.

GripLock Finger™ is NP's passive and locking mechanical prosthesis and is operated by the contralateral hand or any opposing hard surface. This device is intended to be integrated into a custom-fabricated prosthetic socket.

Q. What functional grasp patterns can an NP device achieve?

A. NP devices are intentionally designed to provide grip strength and function for the most common daily tasks. Examples of possible grasp patterns achieved with the addition of NP devices are: power sphere, precision disk, large diameter wrap, 2 point pinch, lateral pinch, and tripod pinch. The mechanics of the **MCPDriver** joint design do not allow for complete extension or composite flexion.

Q. What length and range of motion does my patient need to be a candidate?

A. Although there are optimal lengths and range of motion (“ROM”) for fitting NP devices, many patients who have limited ROM and non-optimal lengths of residuum can still benefit functionally with an added prosthesis. Please call our Customer Care team at 888-977-6693 or 360-915-9724 or email info@npdevices.com to talk with a certified prosthetist or certified hand therapist on our Clinical Specialist for specific questions.

Q. How much strength and ROM does my patient need to use the device and how much force output is generated by the device?

A. As a body-driven prosthesis, an NP device reflects the strength and ROM of the residual digit driving the motion of the prosthesis. With an added device, your patient will have improved functional use and activity by restoring length and leverage to the hand. Patients with limited ROM or strength may still benefit functionally; in some cases, patients benefit from structured hand therapy sessions to improve performance.

Q. My patient has had multiple digits amputated. Can more than one device be worn side by side?

A. Yes. The devices are designed to be low profile and sleek, so a user can wear several devices side by side. If there is a question about crowding by fitting multiple digits based on anatomical presentation, please contact our Clinical team for assessment and recommendations prior to ordering. For an example of multiple devices on one patient, check out Matt Finney's [case study](#) and others on our [website](#).



FAQ

Q. What can I do if my patient has a unique anatomical presentation?

A. We are committed to providing the best solutions possible for any level of finger and/or partial-hand amputation. If your patient presents with unique concerns or questions, please call our office at 888-977-6693 or 360-915-9724 or email info@npdevices.com. As experts in partial-hand prosthetics, our Clinical team can help develop solutions for unique and challenging presentations.

Q. Are NP devices covered by insurance?

A. Our devices have been covered by most insurances (i.e., private insurance, worker's compensation, Medicare, etc.) when they are billed through a licensed prosthetist's office. As a DME manufacturer, Naked Prosthetics does not bill the patient's insurance directly, but acts as a resource for the prosthetist during the reimbursement process.

Q. What is the suggested L-code that Naked Prosthetics recommends prosthetists use for insurance billing?

A. The prosthesis is billed under the HCPCS code L7499. Supporting documentation is essential to secure approval from most insurance companies. Please contact Customer Care at 888-977-6693 or 360-915-9724 or email info@npdevices.com for additional support.

Q. What is the life expectancy of an NP device? Is there a warranty?

A. The average life expectancy of our devices is three years under normal wear-and-tear conditions. NP intensively tests our products under load. Additionally, some parts of the prosthesis are modular and easy to replace by the prosthetist or patient. Each device is covered under a one-year manufacturer's warranty. Extended warranties are available for purchase for each additional year, up to two additional years.

Q. What is required to place an order?

A. When ordering the **PIPDriver**, **MCPDriver**, or **ThumbDriver**, the following are required: photos, videos, ring sizes, and ROM measurements. For the **MCPDriver** and **ThumbDriver**, a positive mold of the patient's hand is also required. For **GripLock Finger**, pictures and intact digit length measurements are required.

Q. What are the requirements of a positive mold?

A. An impression of the patient's affected hand which terminates one inch proximal to the ulnar styloid. The patient's hand and wrist should be in a relaxed and neutral position. Avoid ulnar and radial deviation of any joint. No pipe is required and dental stone is preferred. For acceptable detail in the positive mold, alginate or silicone process is required.

Q. Will I be able to make adjustments to the device?

A. Yes, many adjustments can be changed in the clinic for ideal fit. Once your order is shipped, our Customer Care team provides you with tech tip videos for each device.



FAQ

Q. How long can my patient wear the device?

A. A beginning wear schedule starts with 30 minutes, one to three times per day and increases by 30-minute increments as long as no negative symptoms occur. Many patients tolerate full-day wear after about three weeks. Collaborate with the patient's hand therapist if wear schedule questions arise.

Q. How long does it take to get an NP device?

A. NP makes custom devices and lead times may vary. Please call our Customer Care team at 888-977-6693 or 360-915-9724 or email info@npdevices.com for up-to-date turnaround times.

Q. Does Naked Prosthetics provide clinical support?

A. Naked Prosthetics' team of certified prosthetists and certified hand therapists is available for candidacy assessment, sizing, fitting and troubleshooting for fit optimization. As experts in partial-hand prosthetics, our Clinical Specialists can help develop solutions for unique and challenging presentations. Contact Customer Care at 888-977-6693 or 360-915-9724 or email info@npdevices.com for support at every phase of the ordering and fitting process.