

j.Crager Alternatives

Moving beyond diagnosis – and on with your life.

Alternatives for your hair

Starts with...

A complimentary consultation in a private setting where the following will be addressed:

- When will my hair begin to release?
- When should I cut my hair?
- Human and synthetic hair options
- Styling possibilities of each
- Fitting and sizing
- Care and maintenance
- Complimentary care package
- Follow-up appointment

j.Crager Alternatives for your hair, offers a comprehensive service for those that are experiencing medical and natural hair loss. We carry a broad spectrum of products including both synthetic and human hair prosthesis.

All needs related to your new hair will be met with no hidden charges.

We at j.Crager Alternative for your hair are here to help you with any of your hair related needs. If you are experiencing any form of hair loss, we carry a wide range of hair care products for strengthening and enhancing hair growth. Feel free to call with questions or to make an appointment.

j.Crager Alternatives provides a warm, personal, and unique experience. Individuals will receive a complimentary consultation in a private setting.

Check us out at www.jcalt.com



Included is an overview of services provided, a list of products a client will receive, suggestions for hair care and maintenance, and a guide to filing insurance claims.

Consultation:

- Time frame for hair release
- Benefits of human hair vs. synthetic hair
- An overview of cut, color, and styling options
- Guidance for insurance claims

Product delivery:

When the hair begins to release, often between twelve and twenty days after treatment begins, we enter the phase, which we call product delivery. At this point, the client will go through a series of haircuts, from longer to shorter in one sitting, which will allow a client to see what their hair will look like when the re-growth begins. The selected wig will be ready for sizing, cutting, and styling to the client's satisfaction. The client will receive a complete product package to help care for their new hair.

Follow up:

We suggest a complimentary follow up appointment in two weeks. We will demonstrate how to wash, condition, and style your hair, so that they feel comfortable doing it themselves. At this time, we can also make any changes or adjustments that might be necessary. We are always available for additional appointments, or to address any questions or concerns should it be necessary.

Complimentary Care Package

Any cranial prosthesis purchased from us includes a complimentary hair package. This package contains everything necessary for the proper care and maintenance of your hair. In the care package you will find the following:

- | | |
|--|--------------------------|
| • Satin pillow case | • Hair spray |
| • Collapsible drying stand | • Vent brush/round brush |
| • Foam head form | • Large tooth comb |
| • Adjustable stand for foam head form | • Large tooth hair pick |
| • Chromastics Shampoo, Conditioner, & Leave In Conditioner | • Two jaw clips |
| • White Sands styling spray | • Box of baking soda |

Insurance Suggestions

Please make sure to read your insurance coverage carefully when applying for reimbursement.

Dealing with insurance companies can sometimes seem stressful or difficult. The following are some tips to help you through the process.

In the world of insurance claims, a wig, or any kind of medically necessary hair piece, is referred to as cranial prosthesis. Depending on your insurance plan, you may be entitled to partial or full reimbursement for your **cranial prosthesis**.

Begin by reading the guide to your insurance plan. There should be a section about prostheses, prosthetic devices, and/or medical durable equipment. In this section will be a list of covered expenses. Insurance companies are very discriminate when paying claims, so look carefully for exclusions. If you call your insurance provider to inquire about coverage, make sure to use the term **cranial prosthesis**.

If coverage is available, or is pending approval, the following might aid in your being approved for reimbursement.

- Ask your physician to write you a prescription for **cranial prosthesis**, which includes a diagnostic code and procedure code.
- When receiving your prosthesis, have the stylist complete a formal invoice/receipt for **cranial prosthesis**.
- When mailing in documentation, include a letter, preferably from your doctor, stating that your prosthesis is medically necessary.
- Make sure to **MAKE COPIES** of everything for your files.

Should your coverage be denied, you may try to appeal use the following tips for guidance.

- Begin by requesting a written reply as to why the claim was denied.
- Send a letter to the claims department supervisor requesting that it be reviewed again.
- Submit a written request to your insurance company for review by a medical board.
- Be sure to include a copy of the original request for coverage.

Human Hair Care & Maintenance

If your hair is worn everyday it should be washed every two weeks.

You will find all necessary products in your complimentary care package. Please proceed with the following steps:

- You will need a large bowl made of metal or plastic, and two hand towels laid on nearby flat surface.
- Brush through the hair to remove any knots or tangles (hold the hair at the front of the cap).

Depending on the length of your hair add between one teaspoon and one tablespoon of Chromastics Shampoo to the bottom of the bowl:

1. Fill the bowl with luke warm water.
2. Hold the hair flat, and completely immerse it into the bowl. Gently rub the inside of the cap to remove any oil or lotion.
3. Lift the hair completely out of the bowl. **DO NOT SCRUB, SWIRL, OR USE ANY KIND OF LATHERING MOTION.**
4. While still holding the cap from the front, squeeze the water from the hair by using your thumb and index finger to move from top to the bottom of the entire length of hair. Repeat this process 5 times. Rinse the hair under cool, running tap water. Use the index finger to thumb squeezing motion to remove the water from the hair.
5. Lay the hair flat on a towel. Rinse the bowl completely.

Depending on the length of your hair, add between one teaspoon and one tablespoon of Chromastics Conditioner to the bottom of the bowl:

1. Fill the bowl halfway with luke warm water. Repeat the previous procedure 5 times.
2. Rinse the hair under cool, running tap water. Use the index finger to thumb squeezing motion again to remove the excess water from the hair.
3. Lay the hair flat on the towel and press the other towel against it to absorb any remaining moisture. **DO NOT SCRUB, RUB OR TWIST THE HAIR.**

Lift the hair off of the towel by holding the front of the cap. Lightly spray all the hair with the Chromastics Leave In Conditioner. Using the provided large tooth comb, and starting at the bottom of the hair, gently comb the hair moving from **BOTTOM** to **TOP**.

Place the hair on the collapsible stand with a towel under it, allowing the ends of the hair to drape over the side of your work surface. Your hair can be either left to air dry or it can be blow dried.

In order to blow dry, you will need to move the hair from the collapsible stand to the foam head form.

1. Begin by clamping the adjustable stand for the foam head form onto a sturdy surface. Put the foam head form onto the stand, and secure the hair to the foam head form using the t-pins.
2. Beginning at the top of the hair, divide the hair into sections and carefully clip each section up and out of the way, using the clips provided. Leave only the very bottom layer unclipped.
3. Spray on another light layer of Chromastics Leave In Conditioner. Blow dry in sections until it is completely dry. You may use any styling tool you would like to finish your look, making sure to spray a light layer of White Sands Firm Hold Texture Spray **BEFORE** using any heat appliance, such as a flat iron, curling iron, or hot rollers.
4. Brush out your hair and have a great day!

Synthetic Hair Care & Maintenance

WARNING:

Use extreme caution when opening an oven or BBQ. The blast of heat from any hot appliance will melt synthetic hair in seconds.

Hot water of any sort will remove the set style of your hair.

If your hair is worn everyday it should be washed every two weeks.

You will find all necessary products in your complimentary care package. Please proceed with the following steps:

- You will need a large bowl made of metal or plastic, and two hand towels laid on nearby flat surface.
- Brush through the hair to remove any knots or tangles (hold the hair at the front of the cap).

Depending on the length of your hair add between one teaspoon and one tablespoon of Chromastics Shampoo to the bottom of the bowl:

1. Fill the bowl with luke warm water.
2. Hold the hair flat, and completely immerse it into the bowl. Gently rub the inside of the cap to remove any oil or lotion.
3. Lift the hair completely out of the bowl. **DO NOT SCRUB, SWIRL, OR USE ANY KIND OF LATHERING MOTION.**
4. While still holding the cap from the front, squeeze the water from the hair by using your thumb and index finger to move from top to the bottom of the entire length of hair. Repeat this process 5 times. Rinse the hair under cool, running tap water. Use the index finger to thumb squeezing motion to remove the water from the hair.
5. Lay the hair flat on a towel. Rinse the bowl completely.

Depending on the length of your hair, add between one teaspoon and one tablespoon of Chromastics Conditioner to the bottom of the bowl:

1. Fill the bowl halfway with luke warm water. Repeat the previous procedure 5 times.
2. Rinse the hair under cool, running tap water. Use the index finger to thumb squeezing motion again to remove the excess water from the hair.
3. Lay the hair flat on the towel and press the other towel against it to absorb any remaining moisture. **DO NOT SCRUB, RUB OR TWIST THE HAIR.**

Lift the hair off of the towel by holding the front of the cap. Lightly spray all the hair with the Chromastics Leave In Conditioner. Using the provided large tooth comb, and starting at the bottom of the hair, gently comb the hair moving from **BOTTOM** to **TOP**.

Place the hair on the collapsible stand with a towel under it, allowing the ends of the hair to drape over the side of your work surface.

Synthetic hair MUST be air dried. DO NOT use any appliance for drying or styling your hair. Your hair, once dried, will regain its original style. Brush out your hair and have a beautiful day!