



MEDICAL WIG
PRO ACADEMY



Medical Wig Credibility Kit



By:

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Medical Wig Provider Credibility Checklist

Website Must-Haves

- Clear list of services (consultation, fitting, insurance processing, aftercare).
- NACPS Badge displayed
- Visible intake steps and contact form for new clients.

Social Proof

- Client testimonials (written or video).
- Before-and-after photos of clients (with permission).
- Short video check-ins about process or aftercare.

Paperwork Professionalism

- Business logo on all invoices and forms.
- NACPS badge displayed consistently.
- Matching fonts/colors across invoices, intake forms, and aftercare sheets.

Insurance Readiness

- Up-to-date CPT/HCPCS codes and ICD-10 references.
- Claim logs to track submitted, pending, paid, and appealed claims.
- Clear consent forms signed and stored for every client.



Consultation Script: Presenting Yourself as a Specialist

This script is designed for the first 10 minutes of a consultation. It helps establish authority, explain your process, and reassure clients that they are working with a certified medical wig specialist.

Opening & Introduction

- “Hi, I’m [Your Name], a Certified Cranial Prosthesis Specialist with NACPS. I want to assure you that this is not just about getting a wig, it’s about providing you with a medically recognized solution tailored to your needs.”
- “Before we begin, I’d like to learn more about your goals, medical needs, and lifestyle so I can recommend the best options for you.”

Explaining the Process

- “Here’s how we’ll work together: we’ll confirm your eligibility with insurance or you can pay pocket, complete a consultation to understand your preferences, take measurements, and then select a cranial prosthesis that fits both your medical and personal needs.”
- “I’ll handle the insurance documentation and claims submission on your behalf so you can focus on your comfort and confidence.”

Building Reassurance

- “My role is to make sure you feel supported at every step. You’ll never feel rushed or alone in this process.”
- “We’ll schedule a follow-up after your fitting to ensure your prosthesis feels secure and comfortable.”

Closing the Introduction

- “Everything we do today is confidential and designed with your dignity in mind. Are you ready to get started?”



Head Measurement Instructions for Cranial Prosthesis (Medical Wig)

When fitting a client for a cranial prosthesis, accurate measurements ensure the unit is comfortable, secure, and natural-looking. Use a soft measuring tape, measure snugly but not tightly, and record each number in inches or centimeters (whatever metric the vendor needs).

Required Measurements

1. Circumference

- Place the tape around the entire head.
- Start at the front hairline, run it behind the ears, around the nape, and back up to the front hairline.
- This is the most important baseline measurement.

2. Front to Nape (Head Length)

- Place the tape at the middle of the front hairline.
- Run it over the top of the head, down the crown, to the nape of the neck.

3. Ear to Ear (Across Forehead)

- Start at one ear, just above the temple.
- Measure across the forehead to the other ear at the same height.

4. Ear to Ear (Over Top of Head)

- Start at the top edge of one ear.
- Measure across the top of the head to the top edge of the other ear.

5. Temple to Temple (Across Back)

- Place the tape at one temple.
- Run it around the back of the head (over the occipital bone) to the other temple.

6. Nape of Neck

- Measure straight across the nape, from one side of the hairline to the other.

Tips for Accuracy

- Always measure 2–3 times and record the most consistent numbers.
- Have the client sit upright with their head in a neutral position.
- Write the measurements on the intake form and keep them with the client's record.
- If between sizes, it's safer to round up slightly to allow for adjustments.