



# Your Orthopedic Shoe Benefit

## Quick reference guidelines to help you submit an eligible claim



**CHECK FIRST!**

Before you purchase orthopedic footwear, ask your provider if they are a Medavie Blue Cross approved provider.

This is a **quick reference** guide to help you submit an eligible claim for orthopedic shoes. If you are unsure if your orthopedic shoes will be eligible, it is best to check first. You can find a more comprehensive list of types of eligible shoes and modifications and approved providers related to this benefit on our website at [www.medavie.bluecross.ca/benefitupdates](http://www.medavie.bluecross.ca/benefitupdates). You will find a list of eligible vs. ineligible claims criteria as well as FAQs that will help you to fully understand your benefit.

### Step 1

### DIAGNOSIS & PRESCRIPTION

#### DIAGNOSIS



Shoes must be **medically necessary** due to:

- Congenital deformities
- Post-traumatic deformities
- Other severe foot abnormalities or defects requiring orthopedic shoes



Many common foot conditions (i.e. pes planus, plantar fasciitis, etc.) do not normally require custom made or customized orthopedic shoes.

#### PRESCRIPTION

You will require a prescription for custom made or customized orthopedic shoes from a physician, podiatrist or chiropodist\*.

*\*Chiropodist prescription not applicable in Quebec*

### Step 2

### PROVIDERS



**Eligible** orthopedic shoe providers:

- Podiatrists and Chiropodists
- Pedorthists
- Orthotists C.O. (c) and Prosthetists/Orthotists with C.P.O. (c)
- **Quebec:** An orthopedic facility registered with the Ministère de Santé et Services Sociaux du Québec (MSSS)



**Ineligible** orthopedic shoe providers:

- Retail shoe stores not specializing in orthopedic shoes
- Athletic shoe stores
- Internet based suppliers

### Step 3

### TYPES OF SHOES

Eligible orthopedic shoes must be either custom made or be prefabricated shoes that have been deemed orthopedic by the manufacturer that have been permanently modified.



Examples of **eligible** medically necessary orthopedic footwear brands:

- P.W.Minor
- Drew
- Propet
- OrthoFeet
- Aetrex
- Comfort Rite
- Markell
- Bonnie Stuart
- Answer 2
- Keeping Pace
- Mount Emey



Permanent modifications to orthopedic footwear that may make the shoe **eligible** under a health plan:

- Balloon
- Buttress
- Charcot Modification
- Excavations
- Flare
- Resole
- Rocker Sole
- SACH Heel
- Shoe Extension
- Shuffle Plate/Toe Slider
- Split Sole
- Thomas Heel
- Wedge



Examples of **ineligible** footwear:

- Slippers
- Sandals
- Athletic shoes
- Birkenstocks



Minor alterations to prefabricated footwear that are **not eligible** under a health plan:\*

- Doughnut
- Heel grip pad
- Internal heel lift
- Metatarsal pad
- Scaphoid pad
- Internal Wedge
- Sole Plate

*\* Minor alterations do not make the shoes eligible under the orthopedic shoe benefit, but some plans may consider the alterations as eligible.*

### Step 4

### SUBMIT YOUR CLAIM

To ensure your claim is processed as quickly as possible, you must include the following documents when submitting your claim.

- ✓ Paid in full receipt indicating detailed breakdown of the shoe and the modifications (cost for each), make and model number if applicable, provider ID, name, address and phone number, date product was received
- ✓ Prescription (with diagnosis)
- ✓ Gait analysis or biomechanical assessment where applicable
- ✓ Detailed lab invoice if applicable



The information in this document is a guideline and may not reflect your plan's coverage. If you have any questions, please check your booklet or contact us at the toll free number found on your benefit ID card so we can help.

