



# Your Orthotics Benefit

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



**CHECK FIRST!**

Before you purchase custom made orthotics, ensure your provider is a Medavie Blue Cross approved provider.

This is a **quick reference** guide to help you submit an eligible claim for custom made orthotics. If you are unsure if your custom made orthotics will be eligible, it is best to check first. You can find a more comprehensive list of types of approved providers and examples of eligible custom made orthotics 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 AND PRESCRIPTION

DIAGNOSIS



**Approved medical conditions:**

- ✓ Pes Planus
- ✓ Plantar Fasciitis
- ✓ Mechanical foot defects
- ✓ Other foot abnormalities requiring custom made orthotics

PRESCRIPTION

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

*\*Chiropodist prescription not applicable in Quebec*

### Step 2

### PROVIDERS



**Eligible custom made orthotic 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)
  - Certified Podiatrists registered with the Ordre des podiatres du Québec (OPQ)



**Ineligible custom made orthotic providers:**

- Retail shoe stores not specializing in orthotics
- Athletic shoe stores
- Pharmacies
- Internet based suppliers

### Step 3

### TYPES OF ORTHOTICS



**Orthotics must be custom made from a cast impression of the foot using one of the following techniques:**

Direct Mold, Foam Box, Plaster Slipper Casting, Wax Mold, Laser, Contact Digitizing

**Off the shelf or prefabricated orthotics are not 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 custom made orthotics, provider ID, name, address and phone number, date product was received
- ✓ Prescription (with diagnosis)
- ✓ 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.

