

CUSTOM ORTHOTICS, ORTHOPEDIC SHOES, AND CUSTOM SHOES CLAIM CHECKLIST

BEFORE GOING TO YOUR PROVIDER, PRINT THIS CLAIM CHECKLIST AND BRING IT WITH YOU TO YOUR APPOINTMENT.

CUSTOM ORTHOTICS	YES
ELIGIBLE PROVIDERS	
Did you go to an authorized health care professional to get your prescription? Must go to a physician, chiropodist, or podiatrist	
Did you go to an authorized provider to buy your custom orthotics? Must go to a podiatrist, chiropodist, pedorthist, chiropractor, or orthotist	
REQUIRED CLAIM DOCUMENTATION	
General Claim Submission Form	
Prescription from an authorized health care professional	
Does the prescription include the medical diagnosis for which you were prescribed the custom orthotic? If the prescription does not include a medical diagnosis or only describes your symptoms, your claim will not be accepted	
Itemized receipt showing the date the orthotic was picked up and that payment was made in full Can be obtained from your provider	
Detailed lab invoice showing an itemized breakdown of the raw materials used to construct the orthotic, their cost, and any other associated costs incurred in the manufacturing process Can be obtained from your provider	
Description of the casting technique used to create the orthotic Can be obtained from your provider	
Copy of the biomechanical examination or gait analysis Can be obtained from your provider You can submit either the biomechanical examination or the gait analysis	

ORTHOPEDIC SHOES	YES
ELIGIBLE PROVIDERS	
Did you go to an authorized health care professional to get your prescription? Must go to a physician, chiropodist, or podiatrist	
Did you go to an authorized provider to buy your orthopedic shoes? Must go to a podiatrist, chiropodist, pedorthist, chiropractor, or orthotist	
REQUIRED CLAIM DOCUMENTATION	
General Claim Submission Form	
Prescription from an authorized health care professional	
Does the prescription include the medical diagnosis for which you were prescribed the orthopedic shoes? If the prescription does not include a medical diagnosis or only describes your symptoms, your claim will not be accepted	
Receipt indicating that payment was made in full. The receipt must include the make and model of the orthopedic shoe Can be obtained from your provider	

CUSTOM SHOES	YES
ELIGIBLE PROVIDERS	
Did you go to an authorized health care professional to get your prescription? Must go to a physician, chiropodist, or podiatrist	
Did you go to an authorized provider to buy your custom shoes? Must go to a podiatrist, chiropodist, pedorthist, chiropractor, or orthotist	
REQUIRED CLAIM DOCUMENTATION	
Pre-Authorization Form	
Prescription from an authorized health care professional	
Receipt showing that the custom shoe was paid in full Can be obtained from your provider	