

PLAN MEMBER

update



NEW CLAIM REQUIREMENTS FOR CUSTOM ORTHOTICS, ORTHOPEDIC SHOES, AND CUSTOM SHOES

Custom orthotics, orthopedic shoes, and custom orthopedic shoes are covered under your health benefit plan if they are medically necessary and prescribed to treat a diagnosed medical condition. Properly prescribed and constructed custom orthotics, orthopedic shoes, and custom shoes can reduce lower back, leg, and foot pain, and help you walk with greater comfort and support.

Effective January 1, 2014, you will have to submit new information to support your claims for both custom orthotics and orthopedic shoes (custom and off the shelf). You will also be required to go to specific types of health care providers to get your prescription and to buy your shoes or inserts.

Some shoes and inserts are marketed as custom orthotics, orthopedic shoes, or custom orthopedic shoes but do not fall in line with the definition of "custom made" or "medically necessary" under your benefits plan and are therefore not eligible.

Why the changes?

We want to ensure that your medically necessary custom orthotics, orthopedic shoes, and custom shoes are from qualified specialists, and that your footwear is properly constructed and fitted to treat your medical condition.

What to send with your claim...

Depending on your prescribed treatment, we will ask you to send us some supporting documentation along with your claim form:

What's a custom orthotic?

A custom orthotic is a removable foot-care device worn inside a shoe and made from a three-dimensional (3-D) cast impression of your foot. It must be constructed from raw materials based on your individual specifications. Orthotics are intended to support, align, prevent and/or accommodate foot abnormalities and improve how the foot functions.

What are orthopedic shoes?

Footwear used to accommodate, control, or support the therapeutic needs of a foot deformity or abnormality in the leg, knee, or ankle. The footwear must be manufactured by recognized and reputable orthopedic footwear manufacturers and may be modified or adjusted to fit your feet.

What are custom shoes?

Custom footwear is prescribed and specially made for you if your needs cannot be accommodated by regular (or modified) orthopedic footwear due to the severity of your foot condition.

DOCUMENTATION	CUSTOM ORTHOTICS	ORTHOPEDIC SHOES	CUSTOM SHOES
A prescription from an eligible health care professional that includes the medical diagnosis requiring the orthotic/orthopedic shoe	YES	YES	YES
A copy of the biomechanical examination or gait analysis	YES	NO	NO
An itemized receipt indicating the date of pick up and that payment was made in full	YES	YES	YES
The receipt must include the make and model of the orthopedic shoes	NO	YES	NO
A description of the casting technique used to create the orthotic	YES	NO	NO
A 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	YES	NO	NO
An approved preauthorization form (available on the GSC website at greenshield.ca >What you need>Forms)	NO	NO	YES

Choose the right provider

Only certain types of medical professionals have recognized expertise in the field of custom orthotics, orthopedic shoes and custom shoes; therefore, we have amended all plans to allow only the following providers:

For ***diagnosis and a prescription of*** custom orthotics, orthopedic shoes, and/or custom shoes

- Physician – M.D.
- Podiatrist – D.P.M.
- Chiropodist – D.Ch. or D Pod M

For ***the making and fitting of*** prescribed orthotics, orthopedic shoes, and/or custom shoes

- Podiatrist – D.P.M.
- Chiropodist – D.Ch. or D Pod M
- Pedorthist – C.Ped. (C). or C Ped (MC)
- Orthotist – C.O. (c) or CPO (c)
- Chiropractor – D.C.

The new claim submission requirements – in detail

Here is additional information about submitting a claim. You can find even more information (yes, there's more) and a glossary of terms in our FAQ document.

CLAIMS FOR CUSTOM ORTHOTICS

Starting on January 1, 2014, your custom orthotics must be prescribed as a medically necessary treatment for an eligible medical condition, and you must go to one of the three health care professionals listed above to get your diagnosis and prescription. You must also go to one of the five authorized providers listed above to buy your custom orthotics.

Along with your completed claim form, you will need to submit the following documents with your orthotic claim:

1. The prescription from an authorized health care professional – it must include the medical diagnosis for which you were prescribed the custom orthotic
2. An itemized receipt showing the date the orthotic was picked up and that payment was in full
3. A detailed lab invoice showing an itemized breakdown of the raw materials used to construct the orthotic, the costs, and any other associated costs incurred in the manufacturing process
4. A description of the casting technique used to create the orthotic
5. A copy of the biomechanical examination or gait analysis

A handy claims submission checklist can be found here: greenshield.ca > What's New > News. Be sure to bring it with you to review with your health care provider.

What's not covered under your benefits plan

The following items are not considered custom-made and therefore are not eligible under your plan:

- Stock items, off-the-shelf orthotics, and prefabricated devices such as cushioned heel cups or insoles
- Orthotics made from walking over a pressure pad or plate, making a footprint on an inkpad, or using your shoe size to provide a prefabricated sole or insert

Here's what to avoid when buying your orthotics

- Your provider should be able to modify your orthotic. If they can't, it may indicate they don't have sufficient training to provide custom orthotics
- Orthotics sold at temporary locations, such as home exhibits, trade or sports shows, short term kiosks, health booths at malls, or department stores
- Orthotics sold online
- Providers who hold mass screenings for multiple people at homes or workplaces
- Providers who offer to sell orthotics to your entire family without properly evaluating each family member individually
- Special discounts, e.g., "two for the price of one" deals or "free items with the purchase of an orthotic." Legitimate orthotic providers are not permitted to make such offers according to their code of ethics

Children under the age of five: Please note that orthotic claims for children under the age of five will no longer be eligible. That's because orthotics aren't commonly prescribed for children under five since they don't usually get skeletal or soft tissue injuries that require treatment with orthotics. Orthotics for children under the age of five may be prescribed in limited circumstances to treat some medical conditions (e.g., cerebral palsy). Please call our Customer Service Centre prior to purchasing orthotics for children under five to determine if the claim is eligible.

CLAIMS FOR ORTHOPEDIC SHOES

Starting on January 1, 2014, your orthopedic shoes must be prescribed as a medically necessary treatment for an eligible medical condition, and you must go to one of the three health care professionals listed above to get your diagnosis and prescription. You must also go to one of the five authorized providers listed above to have your orthopedic shoes fitted.

Along with your completed claim form, you will need to submit the following documents with your orthopedic shoe claim:

1. A prescription from an authorized health care professional – it must include the medical diagnosis for which you were prescribed the orthopedic shoe
2. A receipt showing that payment was made in full. The receipt should include the make and model of the orthopedic shoe

A handy claims submission checklist can be found here: greenshield.ca>What's New>News. Be sure to bring it with you to review with your health care provider.

What's not covered under your benefits plan

Just like with custom orthotics, retailers and health care providers may sell shoes that are marketed as orthopedic, but are not manufactured by recognized orthopedic shoe manufacturers and are not prescribed to treat a diagnosed medical condition.

The following footwear does not meet orthopedic manufacturing criteria and are not eligible under your plan:

- Off-the-shelf, non-orthopedic footwear, such as walking shoes, sandals, comfort shoes, running shoes
- Shoes purchased for sports or recreational activities
- Hiking boots and work boots
- Shoes purchased for comfort only (e.g., comfort shoes, walking shoes, running shoes)

CLAIMS FOR CUSTOM SHOES

Starting on January 1, 2014, you will be required to go to one of the three health care professionals listed above to get your diagnosis and prescription for your custom footwear. You must also go to one of the five authorized providers listed above to have your custom footwear built as prescribed.

For custom footwear claims, a GSC pre-authorization form must be completed by your treating physician. In other words, your claim must be pre-approved by GSC before the claim will be accepted. Once you receive our approval, you will need to submit a receipt showing that the custom footwear was paid in full. This process is not new.

What's not covered under your benefits plan

Prefabricated orthopedic footwear or devices, even if modified or adjusted, are not eligible as a custom shoe claim as the shoes must be truly custom made for you from scratch using raw materials.

A handy claims submission checklist can be found here: greenshield.ca > What's New > News. Be sure to bring it with you to review with your health care provider.

Questions?

Please call us at 1.888.711.1119 from 8:30 a.m. to 8:30 p.m. (ET) Monday to Friday.