



Claim Submission Requirements

Custom-made foot Orthotics or Custom-made Orthopedic Shoes and Custom-modified Orthopedic Shoes may be covered under your group health plan if they are medically necessary and prescribed to treat a diagnosed medical condition.

Orthotics are intended to support, align, prevent and/or accommodate foot abnormalities and improve how the foot functions. 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.

Orthopedic Footwear is used to accommodate, control, or support the therapeutic needs of a foot deformity or abnormality in the leg, knee or ankle. Orthopedic Footwear can be prescribed to treat medical conditions such as bone deformities, neurological conditions such as multiple sclerosis, injury from an accident or foot complications caused by diabetes. The footwear must be manufactured by a recognized and reputable orthopedic footwear manufacturer. Custom Footwear may be prescribed for people who have structural deformities, traumatic injuries or post-surgical amputations.

Custom-modified Orthopedic Shoes: must be permanently modified or adjusted to fit your feet.

Custom-made Orthopedic Shoes: are specially made for you if your needs cannot be accommodated by regular custom modified orthopedic footwear due to the severity of your foot condition.

- ***Diagnosis and a prescription*** for custom made Orthotics, custom made orthopedic shoes and custom modified orthopedic shoes is required from a Physician, Podiatrist, Chiropodist or Nurse Practitioner.
- ***The making and fitting of the prescribed*** custom made orthotics, custom made orthopedic shoes, and custom modified orthopedic shoes can be performed by a Podiatrist, Chiropodist, Pedorthist, Orthotist, or Chiropractor.



When submitting your claim for any of the above, you will be required to submit the following documentation with your completed claim form:

- *A copy of the prescription from the health care professional listed above. The prescription must contain the medical diagnosis for which you were prescribed the orthotic, orthopedic shoe or custom shoe.*
- *An itemized receipt showing the date the orthotic, orthopedic shoe or custom shoe was picked up and that payment has been made in full. Where applicable, the make and model of the orthopedic shoe is required.*
- *In addition, when purchasing orthotics, the following will be required:*
 - *a detailed lab invoice showing an itemized breakdown of the raw materials used to construct the orthotic;*
 - *a description of the casting technique used to create the orthotic; and*
 - *a copy of the biomechanical examination or gait analysis.*

Other practitioners may have been allowed to prescribe/dispense certain items in the past, however, effective immediately, reimbursement under any Wawanesa Life plan will require that orthotics, orthopedic or custom shoes be diagnosed and dispensed by a practitioner shown above.

Special Note: Orthotics for children under the age of 5 will be provided under a special/prior authorization basis only. According to the Pedorthic Association of Canada, orthotics may be of limited benefit for children under the age of 5. Many of the skeletal or soft tissue injuries that require treatment with the use of a prescribed custom-made orthotic do not occur until a person is older.

For assistance with any of the above features, please call:
Group Customer Service at 1-800-665-7076.
Hours are 7:30AM to 7:30PM CST.

