

INFORMATION GUIDE TO ORTHOPEDIC SHOES



A PARTNER YOU CAN TRUST.

HOW TO EXPEDITE YOUR CLAIM

When you submit a claim for orthopedic footwear, you must include the documents and information listed on this page to help us determine eligibility according to the terms of your employer's group benefits plan.

Also, be sure to consult your group benefits plan administrator to see what requirements apply to your claim.



CLAIM REQUIREMENTS FOR ORTHOPEDIC SHOES

- › A copy of the biomechanical examination and gait analysis indicating your medical necessity as determined by a qualified health practitioner (e.g. Podiatrist, Chiropodist, Certified Pedorthist and Orthotist) operating within the scope of his or her license.
- › The name and qualifications of the Certified orthopedic footwear specialist (Podiatrist, Chiropodist, Certified Pedorthist or Orthotist) who custom made, modified or custom molded your footwear.
- › For stock item, modified or custom-molded orthopedic shoes, specifics about the shoes including make, model number and style. Standard retail footwear is not eligible for benefits.
- › For modified or custom-molded orthopedic shoes, a list of itemized modifications on how they accommodate your deformity and/or improve your condition. Each modification should be itemized and billed separately on the invoice.
- › For custom-made shoes, a description of how the shoes were manufactured.
- › A completed, signed and dated claim form, as well as the original invoice confirming that the shoes have been dispensed and expenses* have been paid in full.

*Reimbursement will be made in accordance with the reasonable and customary charges normally incurred in the locality where the service is provided.

QUALIFIED HEALTH PRACTITIONER

A qualified health practitioner (e.g. Podiatrist, Chiropodist, Certified Pedorthist and Orthotist) will provide an extensive evaluation (approximately 45 minutes) to ensure you receive the most appropriate care. A qualified health practitioner is someone who is operating within the scope of his or her licence.

BIOMECHANICAL EVALUATION

A biomechanical evaluation (examination and gait analysis) is required as part of your claim for orthopedic shoes. Below is an explanation of what to expect.

Medical History: Complete investigation of your medical history, symptoms, previous injuries, and your lifestyle (occupation and activities). The practitioner will also do an analysis of your footwear for fit, style and wear patterns.

Examination: Complete hands-on evaluation of your lower limb including foot structure, alignment, strength, range of motion and identification of abnormalities.

Gait Analysis: The practitioner will observe you while walking, to identify accommodations or abnormalities.

Orthopedic Footwear Evaluation: The practitioner will determine your treatment options, as well as explain how the treatment will address your specific needs.

LAST FOR CUSTOM-MADE SHOES

A last is a three-dimensional (volumetric) model using only plaster casting, casting sock and optical/laser scanner techniques designed to capture the specific plantar and dorsal contours of your foot and ankle.



MANUFACTURING SHOES

Custom-made footwear is manufactured from a three-dimensional image of the foot and lower leg and made of raw materials. Custom-made footwear is specifically designed for you, and is usually needed when stock footwear will not fit due to deformity, or will not suit you due to significant dysfunction. Custom-made footwear is reserved for the most serious of foot and ankle fitting problems.

DISPENSING OF SHOES

The custom-made shoes should be fit to you, and you should be evaluated while walking with the shoes. You should also be evaluated while walking with modified or custom-molded orthopedic shoes. Follow-up should be available and preferably provided by having a scheduled return appointment with the same practitioner within 2-6 weeks.



PATIENT EDUCATION

The practitioner should explain the breaking in of your new orthopedic shoes and how to care for them for longevity. Footwear fit and footwear features are part of a good patient education discussion. Patients should also be told of potential unacceptable results and instructed to return if any occur.