



**To:** Administrators of group insurance plans offering coverage for orthopedic shoes

**Subject:** Claims process

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## Orthopedic shoe claims

Recently, iA Financial Group (Industrial Alliance Insurance and Financial Services Inc.) noticed a high number of claims for **orthopedic shoes** that do not meet the reimbursement criteria or are missing key information. This inevitably results in longer claim processing times. In some cases, reimbursement is denied.

### Eligibility criteria

If your plan covers **orthopedic shoes**<sup>1</sup>, we would like to remind you that plan member claims<sup>2</sup> will be accepted only if they meet the criteria listed below.

Orthopedic shoes must be:

- 1- Medically required as determined by a health practitioner operating within the scope of his/her licence
- 2- Custom-made or permanently modified for the insured person by a certified orthopedic shoe specialist

### Required information with claims

To process claims quickly and efficiently, it is important that plan members provide the following information:

- A diagnosis including symptoms from a qualified health practitioner showing a medical need
- The name and qualifications of the qualified health practitioner who assessed the patient and determined the medical need
- The name and qualifications of the certified orthopedic shoe specialist/laboratory who custom-made or permanently modified the orthopedic shoes
- A detailed list of modifications permanently made to the shoes on how they accommodate the medical need
- A description of how the custom-made shoes were manufactured

Please find on the next page a table showing a list of the main health practitioners qualified to determine the medical necessity and a list of the specialists in orthopedic footwear or laboratories certified to custom-make or permanently modify orthopedic shoes.

## Main qualified health practitioners and certified specialists

	Quebec	Ontario	All other provinces
<b>Qualified health practitioners</b>	<ul style="list-style-type: none"> <li>- Doctor</li> <li>- Podiatrist</li> </ul>	<ul style="list-style-type: none"> <li>- Certified orthotist</li> <li>- Certified pedorthist</li> <li>- Chiropodist</li> <li>- Doctor</li> <li>- Podiatrist</li> </ul>	<ul style="list-style-type: none"> <li>- Certified orthotist</li> <li>- Certified pedorthist</li> <li>- Doctor</li> <li>- Podiatrist</li> </ul>
<b>Certified orthopedic shoe specialists or laboratories</b>	<ul style="list-style-type: none"> <li>- Laboratory holding a licence issued by the <i>Ministère de la Santé et des Services sociaux</i> (MSSS) where an orthotist works and is a member in good standing with l'<i>Ordre des technologues professionnels du Québec</i> (OTPQ) works</li> </ul>	<ul style="list-style-type: none"> <li>- Certified orthotist</li> <li>- Certified pedorthist</li> <li>- Chiropodist</li> <li>- Podiatrist</li> </ul>	<ul style="list-style-type: none"> <li>- Certified orthotist</li> <li>- Certified pedorthist</li> <li>- Podiatrist</li> </ul>

For more information about [orthopedic shoes](#), we invite plan members to consult the **Guide to Orthopedic Shoes** in the **Guides and Brochures** section at [ia.ca/individuals/find-a-form/group-insurance](http://ia.ca/individuals/find-a-form/group-insurance).

### Informing the plan members of your group insurance plan is important!

Please [click here](#) to see the message intended for your plan members. **We strongly recommend** that you forward it to them.

If you have any questions, please contact your advisor or your iA Financial Group Account Executive.

<sup>1</sup> To learn more about orthopedic shoe coverage, plan members can consult their group insurance booklet in My Client Space.

<sup>2</sup> Reimbursement shall be made based on the usual and customary costs for the region where the fees were incurred.