



To: iA Financial Group (Industrial Alliance Insurance and Financial Services Inc.) group insurance plan members with foot orthotics

Foot orthotics claims

Recently, iA Financial Group (Industrial Alliance Insurance and Financial Services Inc.) has noticed a high number of claims for **foot orthotics** (orthoses) 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 **foot orthotics**, we would like to remind you that your claims¹ will be accepted only if they meet the criteria listed below.

Foot orthotics (custom-made) must be:

- 1- Medically required as determined by a health practitioner operating within the scope of his/her licence
- 2- Specifically designed and constructed for the insured person by a certified specialist in foot orthotics

Required information with claims

To process claims quickly and efficiently, it is important that you 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 casting technique used by the certified foot orthotic specialist/laboratory to develop the foot orthotics
- The name and qualifications of the certified foot orthotic specialist/laboratory who casted the feet

Please find on the next page a table showing a list of the main health practitioners qualified to determine medical necessity and a list of the foot orthotic specialists or laboratories certified to design and construct foot orthotics.

Main qualified health practitioners and certified specialists

	Quebec	Ontario	All other provinces
Qualified health practitioners	<ul style="list-style-type: none"> - Doctor - Podiatrist 	<ul style="list-style-type: none"> - Certified orthotist - Certified pedorthist - Chiropodist - Doctor - Podiatrist 	<ul style="list-style-type: none"> - Certified orthotist - Certified pedorthist - Doctor - Podiatrist
Certified orthotic specialists or laboratories	<ul style="list-style-type: none"> - 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 - Podiatrist 	<ul style="list-style-type: none"> - Certified orthotist - Certified pedorthist - Chiropodist - Podiatrist 	<ul style="list-style-type: none"> - Certified orthotist - Certified pedorthist - Podiatrist

For more information about **foot orthotics**, we invite you to consult the **Guide to Foot Orthotics** in the **Guides and Brochures** section at ia.ca/individuals/find-a-form/group-insurance.

To learn more about foot orthotics coverage, you can consult your group insurance booklet in My Client Space.

If you have any questions, please contact our Customer Service, Monday to Friday, from 7:30 a.m. to 8 p.m. (EST).

¹ Reimbursement shall be made based on the usual and customary costs for the region where the fees were incurred.