

GROUP  
INSURANCE



## **Your information guide to orthopedic shoes**

# What to submit with your claim

To process your claim efficiently and to ensure you meet the eligibility criteria, please provide all required documents.

## Eligibility criteria

Custom-made or permanently modified orthopedic shoes must be medically required as determined by a qualified health practitioner.\*

\*Refer to the table for a list of the main qualified health professionals.

## Required information and documents

- The name of the qualified health practitioner who assessed you and determined the medical need.
- The results of the biomechanical evaluation:
  - medical history
  - examination
  - gait analysis
  - orthopedic footwear evaluation
- The name and qualifications of the orthopedic shoe specialist or laboratory who custom-made or permanently modified your shoes.
- For stock item, permanently modified orthopedic shoes, specifics about the shoes including make, model number and style. Standard retail footwear is not eligible for benefits.
- For permanently modified orthopedic shoes, a list of permanent 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.

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

## Main qualified health professionals

	Quebec	Ontario	All other provinces
<b>Qualified health practitioners</b>	- Doctor - Podiatrist	- Certified orthotist - Certified pedorthist - Chiropodist - Doctor - Podiatrist	- Certified orthotist - Certified pedorthist - Doctor - Podiatrist
<b>Certified orthopedic shoe specialists or laboratories</b>	- Laboratory holding a licence issued by the Ministère de la Santé et des Services sociaux (MSSS) where an orthotist works and is a member in good standing with l'Ordre des technologues professionnels du Québec (OTPO)	- Certified orthotist - Certified pedorthist - Chiropodist - Podiatrist	- Certified orthotist - Certified pedorthist - Podiatrist

A qualified health professional is someone operating within the scope of his or her licence.

### The biomechanical evaluation

To determine the medical need and to ensure you receive the most appropriate care, the qualified health practitioner will conduct a complete evaluation which will take up to an hour. 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.



## The fabrication of custom-made shoes involves making a last.

A last is a three-dimensional (volumetric) model using only plaster casting, casting sock and optical/laser scanner techniques 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 permanently modified orthopedic shoes. Follow-up should be available and preferably provided by having a scheduled return appointment with the same practitioner within 2-6 weeks.

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Source: Pedorthic Association of Canada

### Patient education

The qualified health practitioner should explain:

- ✓ How they accommodate your foot condition and how to adjust to the new shoes
- ✓ When to return for a follow-up or if adjustments are required
- ✓ How to care for them for longevity

### You should avoid purchasing orthopedic shoes when:

- ✓ A provider does not have any qualifications
- ✓ A provider recommends you see a physician of their choice for a referral instead of your own family physician
- ✓ A provider pressures you to purchase additional products or services you do not need
- ✓ A provider offers incentives or discounts
- ✓ A provider falsifies information and receipts to ensure coverage under the group insurance plan or with the intention of splitting the gains

If you witness or suspect a fraudulent act from a dental or health service provider, you can easily, and in full confidentiality, report it to iA Financial Group's Investigative Services or to the Canadian Life and Health Insurance Association (CLHIA).

#### **iA Financial Group's Investigative services**

1-866-789-3938

[iainvestigativeservices@ia.ca](mailto:iainvestigativeservices@ia.ca)

#### **Canadian Life and Health Insurance Association**

[clhia.ca/antifraud](http://clhia.ca/antifraud)

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