

When submitting a claim for custom made orthotics or orthopedic shoes, Canada Life requires specific information from the provider.

Claims for custom-made orthotics:

Along with a completed claim form, the claim or treatment plan submission requirements for custom-made orthotics must include the following information:

- A prescription from a physician, orthopedic surgeon, podiatrist, chiropractor or chiropractor indicating the medical condition for which orthotics are being prescribed.
- A detailed description of the type of orthotics provided.
- The date the orthotics were dispensed.
- A dated Biomechanical Assessment/Exam including a gait analysis, objective observations and measurements as well as the provider's summary and recommended treatment.
- Details of the casting technique used to make the orthotics including the specific method used to capture the 3D contour of your feet. If a manual casting technique is used, your provider must describe it appropriately (e.g., plaster cast, foam impression, etc.) If a digital casting technique is used, your provider must indicate the type of image taken and the name of the technology or system used to take the image. Both manual and digital impressions must be taken while the feet are in a non-weight bearing position. Images taken from pressure plates are not eligible.
- An invoice which includes the name, address, and phone number of the clinic or provider, along with a list of all charges.

Claims for orthopedic shoes:

Along with a completed claim form, the claim or treatment plan submission requirements for custom made orthopedic shoes, off-the-shelf orthopedic shoes and modified off-the-shelf orthopedic shoes must include the following information:

- A prescription from a physician, orthopedic surgeon, podiatrist, chiropractor or chiropractor indicating the medical condition for which orthopedic shoes are being prescribed.

Claims for custom-made orthopedic shoes must be submitted with a lab bill which includes:

- Details of the casting technique used to acquire an anatomical model of the patient's foot.
- Details of the fabrication process and materials used to make the shoes.
- An invoice which includes the name, address, and phone number of the dispensing clinic or provider along with a list of all charges.

Claims for off-the-shelf orthopedic shoes and modified off-the-shelf orthopedic shoes must include:

- The brand name and model of the shoes.
- A name of each modification made to the shoes (if applicable).
- A breakdown of the cost of the shoes and each modification (if applicable).
- The date the orthopedic shoes were dispensed to the patient.

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