

Important Information

FOR HEALTH SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

January 2016

New foot orthotic, orthopedic footwear and surgical stocking claiming criteria coming March 1, 2016

Effective March 1, 2016, Alberta Blue Cross is revising its claiming criteria for custom foot orthotics, surgical stockings and orthopedic footwear. These changes will ensure that claims are being reimbursed for medically necessary products only, and plan members who need specialized footwear or stockings are getting the appropriate products from authorized health care professionals and providers.

In addition to submitting an Alberta Blue Cross claim form and a paid-in-full receipt, as of March 1, 2016, plan members must also be aware of the new criteria when claiming for custom foot orthotics, orthopedic shoes or surgical stockings.

Forms and contact information

You can find the fabrication form and a quick reference checklist of the claiming criteria by visiting our web site at www.ab.bluecross.ca and clicking on *forms* at the top of the screen. It will be listed under *Most commonly used plan member forms*.

If you have questions about these changes, please contact Alberta Blue Cross Health Provider Services at 780-498-8083 (Edmonton and area or 1-800-588-1195 (toll free)). You may also email us with any requests or concerns at healthinq@ab.bluecross.ca.

Support is available from 8:30 a.m. to 5 p.m. MT Monday to Friday.

Thank you for your continued cooperation and support in keeping benefit plans viable into the future.

Custom foot orthotics

- The foot orthotic must be dispensed by a podiatrist, chiropodist, physiotherapist, chiropractor, pedorthist or orthotist.
- Plan members must submit a **fabrication form** completed by the provider.
- If your plan requires a physician's written order, you must also submit a **copy of a biomechanical assessment**. Both must be completed by a physician, podiatrist, chiropractor or physiotherapist.

Orthopedic shoes

- Orthopedic shoes must be dispensed by a podiatrist, pedorthist or orthotist.
- Plan members must submit a **fabrication form** completed by the provider.
- If your plan requires a physician's written order, you must submit a **copy of the original prescription** completed by a physician, podiatrist or chiropractor outlining the related medical diagnosis.

Surgical stockings

- Surgical stockings must be dispensed by a licensed medical supplier.
- Plan members must submit **written confirmation from the provider that the surgical stockings have a minimum pressure gradient of 30 mmhg**.
- If your plan requires a physician's written order, plan members must submit a **copy of the original prescription** completed by a physician outlining the related medical diagnosis.

Note: not all extended health care plans cover custom foot orthotics, surgical stockings and orthopedic footwear. Alberta Blue Cross plan members can verify their coverage by referring to their benefit booklet.

