

**RE: New custom foot orthotic and custom orthopedic shoe claiming criteria****1. What is the new medical supply claiming policy?****Prescribing changes**

- Prescribers of **custom foot orthotics** must provide a **written order** from a physician, podiatrist or nurse practitioner or a **written recommendation** from a registered occupational therapist or physiotherapist along with a **biomechanical assessment** completed by a physician, podiatrist, registered occupational therapist or physiotherapist.
- Prescribers of **custom orthopedic shoes** must provide a **written order** from a physician, podiatrist or nurse practitioner outlining the related medical diagnosis or a **written recommendation** from a registered occupational therapist or physiotherapist.

**Dispensing changes**

- Providers dispensing custom foot orthotics and custom orthopedic shoes must complete a **fabrication form**.
- **Custom foot orthotics** must be dispensed by a podiatrist, chiropodist, pedorthist or orthotist, registered occupational therapist or physiotherapist.
- **Custom orthopedic shoes** must be dispensed by a podiatrist, chiropodist, pedorthist or orthotist, registered occupational therapist or physiotherapist.

**2. When will these changes be effective?**

The new claiming criteria became effective November 1, 2018.

**3. Why is Alberta Blue Cross making these changes?****These changes are being made to ensure that**

- Claims are being reimbursed for medically necessary products only;
- Plan members who need specialized custom foot orthotics or custom orthopedic shoes are getting the appropriate products from authorized health care professionals and providers. The prescribers and providers considered eligible under our new policy are licensed and governed by provincial and/or regulatory bodies; and
- Alberta Blue Cross regularly reviews its claims adjudication policies to ensure they align with industry standards and that we are following best practice guidelines.

**4. What is a fabrication form and where can it be located?**

A fabrication form provides confirmation that the custom foot orthotics or custom orthopedic shoes were made using a 3D

volumetric model of the patient's foot and lower leg, are made of raw materials and are specifically designed for the patient.

The form can be located on our website at [ab.bluecross.ca](http://ab.bluecross.ca). Just click on "Forms" at the top of the page and you will find it listed under "Most commonly used forms."

**5. What does the member need to submit?**

The medical supply checklist outlines what the member needs to submit. It is located on our website at [ab.bluecross.ca](http://ab.bluecross.ca). Just click on "Forms" at the top of the page and it can be found listed under "Most commonly used forms."

**6. What do I need to fill out as a provider?****When prescribing:**

- **Custom foot orthotics**  
A written order or a written recommendation along with a biomechanical assessment.
- **Custom orthopedic shoes**  
A written order outlining the related medical diagnosis or a written recommendation.

**When dispensing:**

- **Custom foot orthotics and custom orthopedic shoes**  
A fabrication form.

**7. Does this mean patient coverage is changing?**

No, this is an administrative change only. Alberta Blue Cross will continue to reimburse eligible custom foot orthotics and custom orthopedic shoes according to the provisions of the patient's existing plan. If patients want to confirm their coverage they should contact customer services at 780-498-8000 (Edmonton) or toll free at 1-800-661-6995.

**8. Do these changes apply to out-of-province purchases from out-of-province providers?**

Yes. These changes apply to all claims as of November 1, 2018.

**9. Who can I contact with questions?**

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).

Patients with questions can contact Customer Services at 780-498-8000 (Edmonton) or toll free at 1-800-661-6995.