

# Important information

A NOTICE FOR GOVERNMENT OF NORTHWEST TERRITORIES SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

## New custom foot orthotic and custom orthopedic shoe claiming criteria

Effective November 1, 2018, Alberta Blue Cross revised its claiming criteria for custom foot orthotics and custom orthopedic shoes. These changes will ensure that claims are being reimbursed for medically necessary products only, and plan members who need specialized custom foot orthotics and custom orthopedic shoes 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 November 1, 2018, plan members must also be aware of the new criteria when claiming for custom foot orthotics or custom orthopedic shoes.

### Forms and contact information

You can find the fabrication form and a quick reference checklist of the claiming criteria by visiting our website at [ab.bluecross.ca](http://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](mailto: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

- Custom foot orthotics must be dispensed by a podiatrist, chiropodist, pedorthist, orthotist, registered occupational therapist or physiotherapist.
- Plan members must submit a **fabrication form** completed by a podiatrist, chiropodist, pedorthist, orthotist, registered occupational therapist or physiotherapist.
- Plan members must submit 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.

### CUSTOM ORTHOPEDIC SHOES

- Custom orthopedic shoes must be dispensed by a podiatrist, chiropodist, pedorthist, orthotist, registered occupational therapist or physiotherapist.
- Plan members must submit a **fabrication form** completed by a podiatrist, chiropodist, pedorthist, orthotist, registered occupational therapist or physiotherapist.
- The plan requires 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.