



## **CUSTOM ORTHOTICS FAQ'S**

Some common questions about orthotics submissions at our clinic.

Insurance companies work via pay-and-submit for orthotics coverage.

### **They usually require 4 documents to submit an orthotics claim:**

- A Doctor's requisition/prescription for custom orthotics
- A "Biomechanical Assessment form" completed by the Physiotherapist at your assessment
- A fully paid invoice receipt from the clinic
- A "Proof of Manufacturing form" that is included with the pair of orthotics upon pick-up (this form will include any model numbers, orthotics information required by the insurance co.)

### **Pricing:**

Total cost for one pair = **\$450 + GST = \$472.50**

We have 2 payment options available to you:

- Pay 50% up front (\$236.25) and pay the remaining amount upon picking up your pair of orthotics at your final fitting
- Pay the full amount up front

Orthotics Special: Buy 2 pairs for \$

600

\$600 + GST = \$630

Again, custom orthotics are a pay-and-submit process. You can pay over the phone with a credit card or in-clinic with one of our staff members.

### **\*You must check your coverage BEFORE your orthotics appointment\***

We will ask you before you proceed with your appointment if you've talked to your insurance company or checked your app.

### **\*Questions to ask your Insurance Company\***

- **Do I have orthotics coverage?**
- **How much do I have for orthotics, and are there any deductions, limits, or conditions I should know about?**
- **Do you cover custom orthotics provided by a physiotherapist?**
- **What additional documentation do I need to claim for reimbursement?**

One can check orthotics eligibility through extended health insurance providers online, through an app or by calling during normal business hours.

Below are some contact numbers for a few insurance companies but be sure to check the back of your coverage card! (There may be a direct health call line for all your claim inquiry needs)

Phone numbers for popular EHC plans:

Alberta Blue Cross: 780-498-8000

Sun Life: 1-800-361-6212

Manulife: 1-800-268-6195

Great West Life / Canada Life: 1-800-957-9777

Green Shield: 1-888-711-1119

**Final Sale:**

Custom orthotics are just that, custom! This means that they are custom created to fit your feet and shoes and cannot be resold. ***We don't accept returns for orthotics if your insurance company doesn't reimburse you.***

We will accept orthotics returns ONLY if the items are faulty. If you need adjustments made, or they don't fit just right, we will gladly send them back to our manufacturers to make minor adjustments and return them to you at no charge.

**Have Questions?**

For any orthotics questions about coverage, please reach out to your benefits providers. For any orthotics questions about the manufacturing process, assessment style or questions about our clinic, give us a call at 780-540-1115!

We can also be reached at [admin@aspireyeg.com](mailto:admin@aspireyeg.com).

We hope to see you soon!