



Custom Orthotics - Frequently Asked Questions

Common questions about orthotics

Submitting a Claim for Orthotics

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

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

1. A **doctor's requisition/prescription** for custom orthotics
2. A "**Biomechanical Assessment form**" completed by the Physiotherapist or Chiropractor at your assessment
3. A **fully paid invoice** receipt from the clinic
4. 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.)

Cost

One pair: \$450 + GST = **\$472.50**

Two pairs: \$600 + GST = **\$630**

The orthotics assessment and fitting are both complementary!

Payment options available to you:

1. Pay 50% up front on the day of the assessment and pay the remaining amount upon picking up your pair of orthotics at your fitting
2. Pay the full amount up front

Insurance Coverage

You must check your coverage BEFORE your orthotics assessment

Eligibility for orthotics may be checked through:

1. Extended health insurance providers online (via website)
2. Through your insurance app
3. By calling the insurance provider during their operating business hours

The back of your coverage card may have a direct health call line for all claim inquiry needs!

Questions to ask your Insurance Provider

1. Do I have orthotics coverage?
2. How much do I have for orthotics, and are there any deductions, limits, or conditions I should know about?
3. Do you cover custom orthotics prescribed and dispensed by a chiropractor or physiotherapist?
4. What additional documentation do I need to claim for reimbursement?

Phone Numbers of Popular Insurance Providers

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 made to fit your feet and shoes and cannot be resold.

We cannot accept returns for orthotics if your insurance company does not 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.

Questions?

For any orthotics questions about coverage, please reach out to your benefits providers. For any orthotics questions about the manufacturing process, assessment, or questions about our clinic, please feel free to reach out to us!

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