

Processing of Claims for Orthotics and Orthopaedic Shoes

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Your insurance company reviews claims, billing patterns and policy wording to ensure that legitimate expenses continue to be paid accurately in accordance with policy provisions.

In the case of Orthotics and Orthopaedic Shoes, all policies require a medical referral from a licensed Physician, Podiatrist, or Chiropractor and the submission of an accompanying service provider invoice. These documents assist the insurance company in determining if the Orthotics and/or Orthopaedic Shoes were custom manufactured specifically for a Plan Member as the result of a medical necessity.

Ongoing claim reviews have shown a gap in the level and accuracy of detail on submitted service provider invoices. This compromises your insurance companies' ability to accurately determine eligibility and pay eligible expenses.

In order to avoid unnecessary delays in claim processing, your insurance company requires all service provider invoices to include the method and materials used to make Orthotics and Orthopaedic Shoes.

With this information, your insurance company will be able to accurately determine if the Orthotic/Orthopaedic Shoes are:

- custom made
- fabricated to address the referred medical necessity; and
- an eligible expense according to policy provisions.

Be sure to include the following documents with your claim to ensure a proper and timely claim review.

- Medical referral. Please check your booklet to ensure you provide a medical referral from a practitioner who is eligible according to your contract language. There may be a conflict of interest if the orthotics or orthopaedic shoes are prescribed and dispensed by the same practitioner. Therefore, some insurers require that the medical referral be provided by a practitioner other than the dispensing practitioner.
- The referral must include the diagnosis or medical condition necessitating the custom made product.
- Copy of biomedical examination and gait analysis reports.
- What was the technique/process used for casting your foot? The casting method used must be three dimensional to be considered a custom made product.
- Provide a complete description of how the foot orthotic or custom made shoe was constructed including what raw materials were used. Please include a description of the modifications made to the shoes including a breakdown of the costs and the brand name and model of the shoe.
- The invoice must indicate who dispensed the orthotics or orthopaedic shoes what their qualifications/credentials are. The name, address and telephone number of the laboratory where the custom made product was manufactured and the name of the patient and shipment date or date of completion should also be indicated.