

Benefits 101

A detailed look at your health and dental coverage,
one benefit at a time.



ORTHOTICS & ORTHOPEDIC SHOES

Custom-made orthotics and custom-made/modified orthopedic shoes are defined as follows:

Custom-made foot orthotics

A device made from a cast of the foot that can be inserted into the shoe to support, align, prevent or accommodate foot abnormalities and improve how the foot functions.

Custom-made/modified orthopedic shoes

Footwear made specifically for one patient, from raw materials, using a variety of measurements and a three-dimensional case of the patient's feet.

Coverage Summary

Eligibility for coverage is based on specific criteria where the use of custom-made orthotics or custom-made/modified orthopedic shoes are a required treatment for the eligible medical diagnosis.

Custom-made foot orthotics – 100% up to a maximum of \$500 per calendar year; limited to one pair per calendar year.

Custom-made/modified orthopedic shoes – 75% up to a maximum of \$500 per calendar year; limited to one new pair OR repair for one pair per calendar year.

Predetermination Requirements for Custom-made Orthotics and Orthopedic Shoes

A predetermination decision is recommended prior to the purchase of orthotics or orthopedic shoes. The following is required to submit an estimate:

Custom-made Orthotics	Custom-made Orthopedic Shoes
✓ A Prescription by the following: Physician, Chiroprapist, Podiatrist or Orthopedic Surgeon. The prescription must state the medical diagnosis requiring the use of custom-made orthotics or orthopedic shoes as treatment. A prescription which only describes symptoms will not be accepted.	
✓ Estimated cost of the custom-made orthotics including detailed description of the type of orthotic to be provided. ✓ Details of the casting technique (foam, 3D laser/scan) to be used for the patient.	✓ Estimated cost of the custom-made orthopedic shoe including description of process and materials used to fabricate the shoe & details of the casting technique (foam, 3D laser/scan) to be used. ✓ Brand name and model of the shoe ✓ description of each modification to be made, and the associated cost.

Exclusions

- Off-the-shelf, non-custom or prefabricated orthotics
- Off-the-shelf, non-orthopedic footwear (i.e. comfort shoes and sandals)
- Shoes purchased specifically for participation in sports or recreational activities
- Custom-made or custom-modified sandals

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Claim Submission Requirements

When submitting a claim, the following documents must be submitted:

Custom-made Orthotics	Custom-made Orthopedic Shoes
✓ Copy of Predetermination Decision/Approval received prior to purchase OR ✓ Prescription from the health care providers listed above if estimate was not submitted prior to purchase	
✓ Original Receipt including: ✓ Dispensed by Kinesiologist, Orthotist, Podorthist, Podiatrist, Chiropodist, Chiropractor, or Physiotherapist ✓ Details of the casting technique (foam, 3D laser/scan) used ✓ Detailed description of the type of orthotic provided ✓ Breakdown of the charges for the orthotic ✓ Copy of Biomechanical Examination or Gait Analysis; examinations conducted within a 3-year period of the dispense date is acceptable.	✓ Original Receipt including: ✓ Dispensed by Kinesiologist, Orthotist, Podorthist, Podiatrist, Chiropodist, Chiropractor, or Physiotherapist ✓ Details of the casting technique (foam, 3D laser/scan) used ✓ Detailed description of process and materials used to fabricate the shoes ✓ Brand name and model of the shoes ✓ Description of each modification made (if applicable) ✓ Breakdown of the cost of the shoes and each modification (if applicable)

How to Submit Claims for Orthotics and Orthopedic Shoes

Claims may be submitted online by visiting [My Canada Life at Work](#) from your browser, the My Canada Life at Work mobile app, or by submitting a paper Health Claim form. When submitting a claim for orthotics or orthopedic shoes online, select “Medical Equipment” for the type of claim and be sure to select the appropriate medical equipment for your claim.

