

## How to submit a claim or estimate for Custom Made Orthotics

Custom Made Orthotics can be an important part of a patient's care for specific medical conditions. This document provides you with general details about custom made orthotics, and the information we need to assess your estimate or claim.

Please note the information outlined in this document is intended to supplement your existing plan coverage details. This letter is not a pre-approval and you are responsible for any costs associated with providing this information as part of your estimate or claim.

### **Does my plan cover Custom Made Orthotics?**

Your benefit plan covers custom made orthotics when they are prescribed by a physician and are medically required. The orthotics must represent treatment that is proven effective for your diagnosed medical condition.

### **Do I need to provide a physician's prescription?**

When submitting an estimate, or claim please provide a prescription from your physician that includes the condition being treated and specific medical diagnosis. We require the diagnosis (not symptoms such as foot pain) in order to determine if the treatment is considered reasonable and to determine eligibility under your plan.

### **What information is required to process an estimate for this type of expense?**

- prescription
- estimated cost
- details of the casting technique to be used (i.e. Foam, plaster or 3D laser)

### **What information is required to process a claim for this type of expense?**

- prescription
- lab bill/receipt/work order or invoice with:
  - ✓ a detailed description of the type of orthotics
  - ✓ the date of full payment and the date they were dispensed
  - ✓ details of the casting technique used
  - ✓ a copy of a detailed biomechanical examination or gait analysis

### **Why do you need this information to process my estimate/claim?**

Providing the information described above will help us determine whether the orthotics meet the coverage requirements outlined in your plan. This ensures that you have access to reimbursement for these supplies when needed, and to help keep benefit plans affordable and accessible.

### **More information**

Your plan may include provisions not outlined in this document as details may vary depending on your plan design. If you would like to confirm specific plan coverage details please contact us. You can find our contact information at [www.greatwestlife.com](http://www.greatwestlife.com) under the **Contact Us** link.