

1. What is the new medical supply claiming policy?

Prescribing changes

- Prescribers of **foot orthotics** must provide a **physician's written order** and a **biomechanical assessment** which must be completed by a physician or podiatrist.
- Prescribers of **orthopedic shoes** must provide an **original prescription**. **Orthopedic shoes** must be prescribed by a physician or podiatrist.

Dispensing changes

- Providers dispensing foot orthotics and orthopedic shoes must complete a **fabrication form**.
- **Custom foot orthotics** must be dispensed by a podiatrist, chiroprapist, pedorthist or orthotist.
- **Orthopedic shoes** must be dispensed by a podiatrist, chiroprapist, pedorthist or orthotist.

2. When will these changes be effective?

The new claiming criteria will be effective November 1, 2018. Claims submitted with service dates prior to November 1, 2018 will be processed under our current administrative guidelines.

3. Why is Alberta Blue Cross making these changes?

These changes are being made to ensure that

- Claims are being reimbursed for medically necessary products only;
- Plan members who need specialized footwear are getting the appropriate products from authorized health care professionals and providers. The prescribers and providers considered eligible under our new policy are licensed and governed by provincial and/or regulatory bodies; and
- Alberta Blue Cross regularly reviews its claims adjudication policies to ensure they align with industry standard and that we are following best practice guidelines.

4. What is a fabrication form and where can it be located?

A fabrication form provides confirmation that the foot orthotics or orthopedic shoes were made using a 3D volumetric model of the patient's foot and lower leg, are made of raw materials and are specifically designed for the patient. The form can be located on our website at ab.bluecross.ca. Just click on "Forms" at the top of the page and you will find it listed under "Most commonly used forms."

5. What does the member need to submit?

The medical supply checklist outlines what the member needs to submit. It is located on our website at ab.bluecross.ca. Just click on "Forms" at the top of the page and it can be found listed under "Most commonly used forms."

6. What do I need to fill out as a provider?

When prescribing:

Custom foot orthotics

A physician's written order and a biomechanical assessment.

Orthopedic shoes

A physician's written order outlining the related medical diagnosis.

When dispensing:

Custom foot orthotics and orthopedic shoes

A fabrication form.

7. Does this mean patient coverage is changing?

No, this is an administrative change only. Alberta Blue Cross will continue to reimburse eligible orthotics and orthopedic shoes according to the provisions of the patient's existing plan. If patients want to confirm their coverage they should contact customer services at 780-498-8000 (Edmonton) or toll free at 1-800-661-6995.

8. Do these changes apply to out-of-province purchases from out-of-province providers?

Yes. These changes apply to all claims as of November 1, 2018.

9. Who can I contact with questions?

If you have questions about these changes, please contact Alberta Blue Cross, Health Provider Services at 780-498-8083 (Edmonton and area), or 1-800-588-1195 (toll free).

Patients with questions can contact Customer Services at 780-498-8000 (Edmonton) or toll free at 1-800-661-6995.

