

Important information

A NOTICE FOR GOVERNMENT OF NORTHWEST TERRITORIES SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

New foot orthotic and orthopedic footwear claiming criteria

Effective November 1, 2018, Alberta Blue Cross is revising its claiming criteria for custom foot orthotics and orthopedic footwear. These changes will ensure that claims are being reimbursed for medically necessary products only, and plan members who need specialized footwear are getting the appropriate products from authorized health care professionals and providers.

In addition to submitting an Alberta Blue Cross claim form and a paid-in-full receipt, as of November 1, 2018, plan members must also be aware of the new criteria when claiming for custom foot orthotics or orthopedic shoes.

Forms and contact information

You can find the fabrication form and a quick reference checklist of the claiming criteria by visiting our website at ab.bluecross.ca and clicking on "Forms" at the top of the screen. It will be listed under "Most commonly used plan member forms."

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). You may also email us with any requests or concerns at healthinq@ab.bluecross.ca.

Support is available from 8:30 a.m. to 5 p.m. MT Monday to Friday.

Thank you for your continued cooperation and support in keeping benefit plans viable into the future.

Custom foot orthotics

- The foot orthotic must be dispensed by a podiatrist, chiropodist, pedorthist or orthotist.
- Plan members must submit a **fabrication form** completed by the provider.
- Your plan requires a **physician's written order** and a **copy of a biomechanical assessment**. Both must be completed by a physician or podiatrist.

Orthopedic shoes

- Orthopedic shoes must be dispensed by a podiatrist, chiropodist, pedorthist or orthotist.
- Plan members must submit a **fabrication form** completed by the provider.
- Your plan requires a **physician's written order** and a **copy of the original prescription** completed by a physician or podiatrist outlining the related medical diagnosis.