



Medical & Dental Services
The Great-West Life Assurance Company
PO Box 6000
Winnipeg MB R3C 3A5

July 28, 2015

Notice to all providers, suppliers and manufacturers of custom-made foot orthotics.

This letter is to clarify Great-West Life's claim submission requirements for custom-made orthotics. Claims for custom-made orthotics require a prescription from a physician, chiropractor or podiatrist indicating the patient's medical condition. The following information is also required:

- A copy of a detailed biomechanical examination or gait analysis;
- Details of the casting technique used;
- A detailed description of the type of orthotics provided; and
- A breakdown of the charges for the orthotics.

We recently completed a review of claims and determined that the level of information submitted with some claims for custom-made orthotics did not provide enough detail for proper assessment. As a result, we may have paid some claims in error.

As this is an unregulated space, Great-West Life collaborated with numerous foot care specialists to help understand the different technologies used to create a 3D image of the patient's foot in order to fabricate custom-made orthotics. There are a number of computerized systems that provide a 3D image of the patient's foot; however not all 3D systems provide an acceptable cast of the patient's foot. A 3D image is an acceptable cast when the laser or scanning system directly scans the patient's foot. These scans place the patient's foot in a non-weight bearing position. A 3D image is not an acceptable cast when the image is created using data taken by another source. These systems use a force plate which obtains 2D pressure data with the patient's foot in a weight-bearing position and extrapolates the potential 3D image which is not acceptable.

The following clarifications will assist providers in ensuring their customers receive the appropriate documentation to ensure accurate and timely adjudication of their claims:

- **Biomechanical Assessment:** The detailed biomechanical exam or gait analysis should include objective observations and measurements as well as the provider's summary and recommended treatment. We have attached a sample biomechanical assessment form your member's may choose to use when submitting orthotic claims.

- **Casting techniques:** The casting technique should identify the specific method used to capture the true 3D contour of the patient's foot. If a manual casting technique is used, the provider should describe it appropriately (i.e., plaster cast, foam impression, etc.). If a digital casting technique is used, the provider should indicate the type of image acquired and the name of the technology or system used to acquire the image (i.e., Amfit Digitizer, TomCat, Pediscanner etc).

We would appreciate if you would share this information with your members. Great-West Life may ask your members to provide this information at the point of purchase. Including this information with a claim can help with the timely adjudication of the claim. If the required information is not included with a claim, we may delay or decline the claim unnecessarily.

If a Great-West Life plan member has questions about their claim they are welcome to call our customer relationship specialists at 1-800-957-9777. If you have any questions or concerns in regards to this letter, please do not hesitate to contact me by phone at 204-926-5104 or by email at Lisa.Berard@gwl.ca.

Sincerely,



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