

Medavie Blue Cross Orthotics and Orthopedic Shoes Benefit Criteria

Medavie Blue Cross is committed to meeting the needs of our members while ensuring plans remain sustainable and affordable. Part of this commitment is regularly reviewing our benefits to ensure they reflect industry standards and claims are adjudicated within the benefit guidelines.

Our benefits management team conducted a review of the orthotics and orthopedic shoes benefits after noticing that a growing number of claims were not falling within the intent of the benefits. As a result of this review we are introducing some new claims practices **effective May 1st, 2013**. It is important to note that the intent of either benefit has not changed.

Some of the new claims practices include:

- Types of approved providers
- Types of eligible orthopedic shoes and orthotics
- Receipt requirements

To make it easier for members to understand what types of orthotics and orthopedic shoes are eligible, we have included a bulletin detailing the reimbursement guidelines. **We strongly recommend sharing these 'quick reference guidelines' with your employees.**

We also have more details and a FAQ section about these benefits on our website:

www.medavie.bluecross.ca/benefitupdates

We encourage all cardholders to review the bulletin and visit our website before visiting a health care practitioner to purchase orthopedic shoes or orthotics.