

Submitting claims for orthopedic shoes and custom-made foot orthotics

We recommend you bring this information when you're visiting a service provider. It will help make sure you have what you need to submit a claim.

Here are some standard things covered*

Custom-made orthopedic shoes: footwear made for one person, using raw materials, a variety of measurements and a three-dimensional cast of the feet.

Off-the-shelf (prefabricated) orthopedic shoes: footwear with specific orthopedic fit and function features.

Custom-fitted or modified orthopedic shoes: orthopedic footwear that's permanently changed to help with a foot deformity.

Custom-made foot orthotics: a device made from a cast of the foot that get inserted into the shoe to support, align, prevent or accommodate foot abnormalities and improve how the foot functions.

*Coverage details may vary for your plan.

Here's what you need when you submit a claim

Prescription

The prescription must come from one of the following health care providers:

- Physician
- Chiropracist
- Podiatrist
- Orthopedic surgeon

The prescription needs to include the medical diagnosis for what's being prescribed. Prescriptions outlining only symptoms aren't enough.

There are also additional requirements when you submit a claim for:

Custom-made orthopedic shoes

Lab bill that includes:

- Details of the casting technique
- Process and materials used to make the shoes

Custom-fitted or off-the-shelf (pre-fabricated) or modified orthopedic shoes

- Brand name and model of the shoes
- Description of each modification made
- Breakdown of the cost of the shoes and each modification

Custom-made foot orthotics

- Copy of a detailed biomechanical examination or gait analysis
- Details of the casting technique used
- Detailed description of the orthotic
- Breakdown of the charges for the orthotic

What isn't covered

- Off-the-shelf, non-orthopedic footwear (e.g., comfort shoes and sandals)
- Athletic shoes (e.g., cleats)
- Off-the-shelf, non-custom or pre-fabricated orthotics (e.g., Dr. Scholl's insoles)

We're here to help

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