

Submitting a claim for orthopaedic shoes? Here's an update on what's required.

Starting January 1, 2012, we will be asking for new information in claims for medically necessary orthopaedic shoes and boots – the name of the manufacturer and the model name or number of the shoes. These additional details will help identify shoes that are truly orthopaedic.

There are no changes to the requirements for claims for custom-made shoes.

Information required by Manulife Financial to pay a claim

Here's a summary of the information we need for claims for medically necessary orthopaedic shoes starting January 1, 2012. Please include it with your completed and signed Extended Health Care Claim form.

From a physician:

1. the diagnosis of a medical condition and a prescription for shoes or boots as treatment for that medical condition.

From the supplier of the footwear:

2. the name of the manufacturer, and the model name and/or number of the shoes or boots
3. details if the shoes or boots:
 - are attached to or part of a brace or
 - have been altered/adjusted by the supplier for the specific medical needs of the wearer, including a description of the alterations
4. details of all costs, with costs for the footwear shown separately from costs for any alterations to them
5. the date the shoes or boots were picked up from the supplier
6. the original sales receipt showing the date and method of payment.

We'll return incomplete claims to you so you can provide the missing details and resubmit your claim. You are responsible for any costs to get this information.

We want to help you understand what footwear is eligible

We recommend that you call or write to us before you buy orthopaedic shoes or boots.

When you have a physician's diagnosis, you will need a chiropodist, pedorthist or podiatrist to recommend a shoe. When you have the information items 2, 3 and 4 from the list above for the recommended footwear, you can:

- call our Customer Service Centre or
- send us the information, the diagnosis and an Extended Health Care Claim form.

With this information, we can tell you if the shoes or boots you are considering will be eligible under your plan.