

## MARTIN CHIROPRACTIC CLINIC CUSTOM ORTHOTICS INFORMATION

If custom orthotics have been recommended and you have extended health care insurance, you need to check the following information with your insurance provider **first**.

Questions to look into:

1. How much coverage and how often are you allowed custom orthotics? Typically coverage ranges from \$300-500 per benefit year. Our custom orthotic inserts cost \$500 per pair and footwear with custom orthotics is \$550 or boots \$600. If you require orthotic footwear rather than an insert, please let us know at your first orthotic assessment.
2. Do you need a prescription? Some plans will require a prescription from a medical doctor, some will take a chiropractor's prescription and some won't require one at all.
3. Can a chiropractor "dispense" the orthotics? Almost all plans allow a chiropractor to do this however we do have a pedorthist that we work with who can dispense orthotics in those rare plans that have this limitation.
4. What kind of documentation do you need from us for your claim submission? This varies between insurance companies but we always provide documentation for diagnosis, gait analysis, materials used & manufacturing process, method of casting technique, invoice showing paid and proof of manufacturer.
5. Do you need a pre-approved quote? We can provide this for you.

Typically patients getting orthotics for the first time benefit the most from orthotic inserts that can be used in a variety of footwear. If your plan is generous and allows for two pairs of orthotics order one pair of inserts and one pair of footwear with built in inserts can be ordered. The key is maximizing orthotic support whenever you are weight bearing so for example if a person stands at an assembly line all day, then a work boot/shoe would be a good choice after getting an orthotic insert first.

Once you know what your insurance company requires for reimbursement, an "Orthotic Assessment" can be booked at the front desk. The assessment takes about 30 minutes and involves correcting any misalignments in your feet and then making custom molds. For a detailed look at what happens at an orthotic assessment, go to <https://www.waterloochiropractor.ca/orthotics-for-waterloo/> and view the Orthotic Examination video under our "What to Expect" tab.

After the assessment, it takes 2-3 weeks until delivery of the custom orthotics/footwear. When they arrive you will be contacted and an "Orthotic Fitting" appointment will be scheduled. The fitting takes about 15 minutes and Dr. Martin will check the alignment of your feet making any adjustments needed and then make sure the orthotic/footwear fits and supports properly. *The foot assessment, orthotics/footwear and fitting are all included in the price.*

Annual check-ups of the orthotics will be done to ensure the orthotics are not breaking down and continuing to function optimally. Average life span of custom orthotics is 3-5 years.