

# CLAIMING FOR ORTHOPAEDIC OR SURGICAL SHOES

## INFORMATION FOR MEMBERS AND PROVIDERS

**Certain HCF products include a benefit for surgical footwear. This means if you have a medical condition which prevents you from using ready-to-wear footwear, you may be eligible to receive a benefit.**

### HOW CAN I CLAIM FOR SURGICAL FOOTWEAR?

To claim a benefit for surgical footwear, you need to:

- Be eligible to claim (e.g. you have served the relevant waiting periods and have the appropriate level of cover);
- Provide a prescription from the podiatrist or specialist which includes your medical condition; and
- Complete a claim form and submit along with an invoice from the HCF recognised supplier which includes details of the footwear (e.g. the type of shoe, brand, size and any modifications).

### WHAT IS SURGICAL FOOTWEAR?

Your surgical footwear must be a direct and effective treatment for your condition and meet the following criteria:

- Complies with the definition of an 'artificial appliance' as outlined in the HCF Member Guide (e.g. the device is not useful to another person in the absence of illness, injury or disability);
- Manufactured in accordance with the prescription issued by your podiatrists or treating specialist;
- Supplied and fitted by an HCF recognised supplier of surgical footwear. (We use the same recognition requirements as the Department of Veterans Affairs). We recommend contacting HCF prior to purchasing your shoes to confirm if your supplier is recognised by HCF;
- Capable of being resoled;
- Adjustable (including with lace-ups, buckles or modifiable velcro straps); and
- A minimum depth of 6mm and three width fittings with a minimum sizing of a standard EE forefoot. (NB: slip-on shoes/boots/sandals/court shoes and 'orthopaedic moulded' sandals are ineligible).

### WHAT IS 'READY-TO-WEAR' FOOTWEAR?

HCF does not pay benefits on ready-to-wear footwear. By ready-to-wear we mean footwear like:

- Shoes and sandals supplied by retailers like Rockport, Athletes Foot, Peter Shepherd, Ecco and Ziera
- Shoes supplied by pharmacies and podiatrists.

Whilst we do not want to discourage you from buying your shoes from these or similar stockists (particularly if you need extra cushioning or use foot orthotics), unfortunately we do not have a benefit towards such shoes.