

ORTHOTICS INFORMATION FOR PROVIDERS

If you are a sports physician or allied health professional and are qualified to supply foot orthotics, we want to help you understand the HCF benefits that your patients might be able to claim.

WHO CAN CLAIM FOR FOOT ORTHOTICS?

Foot orthotics may be claimable by HCF members who have the appropriate level of cover and who have not exhausted their annual limit. Some HCF products only allow members to claim for foot orthotics supplied by certain health professionals. If members are unsure of their limits, they can call HCF on **13 13 34**.

WHAT TYPES OF FOOT ORTHOTICS ARE ELIGIBLE FOR CLAIMING?

CUSTOM-MADE FUNCTIONAL FOOT ORTHOSES:

Must be fitted and supplied following a biomechanical assessment/gait analysis and a negative or positive model or cast or a 3D scan of the foot. An orthotist, podiatrist or pedorthist can supply custom-made foot orthoses. There are no benefits for items described as custom-made foot orthotics supplied by any other provider.

PREFABRICATED FOOT ORTHOTICS (PERSONALISED OR NOT):

HCF benefits are claimable on some products for these devices when supplied by podiatrists, orthotists, pedorthists, sports physicians, physiotherapists, occupational therapists, chiropractors and osteopaths. They may be personalised or customised for the patient's specific conditions and should be billed as heat moulded personalised foot orthotics or similar and should not be billed as custom-made orthotics.

CUSHIONING AND PRESSURE RELIEF ORTHOSES:

The purpose of these orthoses is to remove pressure spots by redistributing the person's body weight across the sole of the foot. HCF benefits are claimable on some products for these devices when supplied by podiatrists, orthotists, pedorthists, sports physicians, physiotherapists, occupational therapists, chiropractors and osteopaths.

We do not pay benefits for off-the-shelf foot orthotics purchased at a retail store or on-line e.g. supplied by a pharmacy, shoe shop, sports outlet or any other retail supplier.

WHAT ITEM NUMBER DO I NEED TO USE?

HCF only uses item numbers to describe foot orthotics when they are provided by podiatrists. Other types of providers are not entitled to use these item numbers and instead should use a description of the foot orthotic - e.g. heat moulded personalised foot orthotics. All providers should ensure that the item number (if applicable) or a description is printed clearly on the invoice/account/receipt.

CAN A FOOT ORTHOTIC THAT IS NOT SUPPLIED BY A PODIATRIST BE CLAIMED THROUGH THE ELECTRONIC CLAIMING TERMINAL?

An electronic claim for foot orthotics can only be made when the orthotics are supplied by a podiatrist. Other providers are NOT able to claim electronically for orthotics.

WHAT DO I NEED TO SUPPLY THE PATIENT WITH IN ORDER TO CLAIM?

Podiatrists need to supply an invoice/account/receipt or submit the appropriate item number through their electronic claiming terminal. All other providers need to supply an invoice/account/receipt and a letter with a brief summary of the lower limb condition for which they are supplying the foot orthotics.

Do you have a question? Contact the HCF Provider Relations team:

 **EMAIL US**
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