

INFORMATION FOR PODIATRISTS AND ORTHOTISTS WHO PROVIDE FOOT ORTHOTICS

If you prescribe or make custom foot orthotics, we want to help you and your eligible HCF patients to make a successful claim* for those orthotics.

WHO CAN CLAIM FOR FOOT ORTHOSES?

Foot orthotics are claimable from the artificial appliance or podiatry categories for HCF members who have the appropriate level of cover and who have not exhausted that benefit category.

Not all HCF members who have cover for podiatry also have cover for orthotics. Some covers allow members to claim for foot orthotics prescribed only by a podiatrist or orthotist, with the benefit being claimed from their podiatry limit. If members are unsure of their cover or limits, they can call the HCF Member Information line on **13 13 34**.

WHAT TYPES OF FOOT ORTHOSES ARE ELIGIBLE FOR CLAIMING?

CUSTOM-MADE FUNCTIONAL FOOT ORTHOSES:

Must be made, prescribed and supplied by a podiatrist or orthotist, following a biomechanical assessment/gait analysis and a negative or positive model or cast or a 3D scan of the foot. This helps us ensure that the foot orthotics have been designed specifically for your HCF patient's individual needs.

PREFABRICATED FOOT ORTHOSES (MODIFIED OR UNMODIFIED):

HCF benefits are claimable for these devices when supplied by a podiatrist or orthotist. They may be personalised or customised for your patient's specific conditions. They should not be itemised as custom made orthoses.

WHAT DO I NEED TO SUPPLY THE PATIENT WITH IN ORDER TO CLAIM CUSTOM MADE FUNCTIONAL ORTHOSES?

You need to supply an invoice/account/receipt or submit the appropriate item number through your electronic claiming terminal if applicable. Before the custom-made functional foot orthoses are supplied and any claims can be made, you must provide the patient with:

- A biomechanical assessment/gait analysis
- And a negative or positive model or cast, or 3D scan of the foot.

These services must have been performed within the last 48 months.

- Due to the time required to fabricate custom made functional orthoses, they cannot be claimed on the same day as the assessment and cast are claimed.

WHAT ITEM NUMBER(S) DO I NEED TO USE?

Please use the appropriate item numbers from the Podiatry Billing Guide. Please note, the Podiatry Billing Guide also contains items that are not claimable from HCF.

* Benefits are only payable for members who hold the correct level of cover, have served the waiting periods, have available annual limits and are financial members at the date of service.

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

 **EMAIL US**
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