

FOOT ORTHOTICS INFORMATION FOR PROVIDERS

VALID AS OF 1 JULY 2023

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**.

CUSTOM MADE FUNCTIONAL FOOT ORTHOSES

Must be fitted and supplied following a biomechanical assessment/gait analysis and a negative or positive model/cast or a 3D scan of the foot.

This helps us ensure that the foot orthotics have been designed specifically for HCF members' individual needs.

PREFABRICATED (MODIFIED OR UNMODIFIED) FOOT ORTHOTICS

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 FOOT ORTHOTICS

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 certain products for these devices.

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 NUMBERS ARE REQUIRED?

- **Podiatrists** –
please use the industry items set out in the Podiatry Billing Guide distributed by the Australasian Podiatry Association (ApodA)
- **Orthotist-Prosthetists & Certified Pedorthist Custom Makers** –
please use the industry items set out in the OPPS schedule distributed by AOPA and the PAA

NOTE – both ApodA and AOPA billing guides contain some items that are not claimable from HCF. Patients can contact HCF directly on **13 13 34 for a benefit estimate before claiming if they are unsure about their level of cover and what they can claim**

- **Other healthcare providers** - (see list on page 2)
please add a clear description on your invoice of the device fitted eg: heat moulded foot orthoses (pair)

CAN FOOT ORTHOTICS BE CLAIMED VIA HICAPS/HEALTHPOINT?

At this time only **Podiatrists** can claim foot orthotics electronically for HCF members, all other healthcare providers need to supply an invoice to our member in order for them to claim benefits

WHAT DO I NEED TO SUPPLY ON AN INVOICE?

- **Podiatrists, Orthotist-Prosthetists and Pedorthist Custom Makers** –
An invoice displaying any applicable industry item codes – all prerequisite work (gait analysis + biomechanical exam + casting) should be itemised separately
- **Certified Pedorthists + Pedorthic Retailers, Chiropractors, Osteopaths, Physiotherapists, Occupational Therapists and Sports Physicians**
An invoice displaying a clear description of the foot orthotic supplied eg (heat moulded foot orthosis single) and a letter with a brief summary of the lower limb condition for which they are supplying the foot orthotics

FOOT ORTHOTICS INFORMATION FOR PROVIDERS

VALID AS OF 1 JULY 2023

WHO CAN SUPPLY FOOT ORTHOTICS?

PROVIDER MODALITY	CUSTOM MADE FUNCTIONAL FOOT ORTHOSES	PREFABRICATED (MODIFIED OR UNMODIFIED)	CUSHIONING AND PRESSURE RELIEF ORTHOSES
PODIATRIST	✓	✓	✓
ORTHOTIST-PROSTHETIST	✓	✓	✓
CERTIFIED PEDORTHIST CUSTOM MAKER	✓	✓	✓
CERTIFIED PEDORTHIST	✓	✓	✓
CERTIFIED PEDORTHIC RETAILER	✗	✓	✓
CHIROPRACTOR	✗	✓	✓
OSTEOPATH	✗	✓	✓
PHYSIOTHERAPIST	✗	✓	✓
OCCUPATIONAL THERAPIST	✗	✓	✓
SPORTS PHYSICIAN	✗	✓	✓

Do you have a question? Contact HCF Ancillary Provider Relations:

 EMAIL US
Provider_relations@hcf.com.au

 CALL US
1300 799 275