

Calling Insurance Companies

Patient Name: _____ Date: _____
 Group#: _____ Plan #: _____ Certificate: _____

	Who can dispense?	Who can prescribe?	Is a digital 2D pressure cast accepted? Do they require 3D volumetric?	% Coverage	Can they have more than one (orthotic/ shoe/ hosiery) permitted	Annual limit	When was the last claim?	Renewal: 1 year 2 year Rolling	Can they sign an Assignment of Benefits to the clinic dispensing the orthotics? (ie. direct bill)
Custom Orthotic									
Orthopedic Shoes									
Compression Hosiery			Not applicable						

Orthopedic Shoes:

Does the plan cover any of the following? If so, these include a TOG modified shoe.

- An internally modified, mass produced shoe
- An internally modified, off-the-shelf shoe
- An internally modified, stock-item shoe
- A shoe that meets the requirements of the Pedorthotic Association of Canada
- A shoe in which a "custom insert that replaces the manufacturer's insert"
- Will they cover the shoe and the modifications

Notes: _____

- Blue Cross BC: 1-888-275-4672
- AB: 1-800-661-6995
- SASK: 1-800-667-6853
- MAN: 1-800-873-2583
- ONT. INDIVIDUAL: 1-866-732-2583
- ONT. GROUP:..... 1-800-355-9133
- QUEBEC INDIVIDUAL: 1-877-909-7686
- QUEBEC GROUP: 1-888-588-1212
- ATLANTIC CANADA:..... 1-800-667-4511
- Chamber of Commerce:..... 1-800-665-3365
- Great West Life: 1-800-957-9777 *DO NOT ACCEPT GS – YOU MUST SEND FOAM /PLASTER
- Greenshield: 1-888-711-1119
- Manulife: 1-800-268-6195
- Standard Life: 1-800-499-4415
- Sunlife:..... 1-800-361-6212 *DO NOT ACCEPT GS – YOU MUST SEND FOAM /PLASTER
- Equitable Life:..... 1-800-668-4095 *DO NOT ACCEPT GS – YOU MUST SEND FOAM /PLASTER

Note: To the extent TOG provides clients with code description, these are provided for informational purposes only. Use of these codes should not be viewed as a recommended practice for all situations.

Acceptance and reimbursement according to these codes varies, and it's not guaranteed by TOG. For more complete descriptions and reimbursement rates, please consult your state manual.