



CHINOOK

FOOT & ANKLE CLINIC

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Dear Patient,

This letter explains how to claim reimbursement for your orthotics and what to expect during the process.

Once your orthotics have been paid for in full, you will receive a package of documents for your insurance claim. These documents include:

- Biomechanical or gait analysis
- Fee guide or invoice
- Doctor's prescription with a diagnosis
- Manufacturer's profile
- Receipt of payment

In addition, your insurance company will require a letter confirming when your orthotics were dispensed, as well as a materials list. The materials list will be included in the packaging when you pick up your orthotics.

Please make sure to submit all of these documents, including the letter and materials list. Missing items may result in your claim not being reimbursed.

If you are submitting your claim to Alberta Blue Cross, please note that they do not require the dispensing letter or materials list. However, they do require an additional Alberta Blue Cross form. This form will only be included with your paperwork if you inform us that you are submitting a claim to Alberta Blue Cross.

Your orthotics will be ordered once full payment or deposit of \$200 has been received. They typically take about three weeks to arrive. When they are ready, we will notify you by text message and ask you to call and book an appointment for pickup and fitting.

If you plan to purchase new shoes for your orthotics, please wait until you receive them. You may need to adjust your shoe size to ensure a proper fit.

If you have any questions, please feel free to contact us.