

## Claim Submission Guidelines ->> Orthopaedic Shoes

Orthopaedics are generally items that include braces or are shoes that require modifications specific to the patient.

To submit an **Orthopaedic Shoe claim** you'll need a regular Extended Health Care Claim Form. You'll also need to submit the following information on a separate piece of paper.

### From your Physician

- The recommendation from a Physician or Chiropracist/Podiatrist along with a diagnosis as to why you need the orthopaedic item.
- Confirmation of the types of shoes required to treat your medical condition (e.g. custom-made, stock-modified orthopaedic shoes, etc.).
- If prescribing custom-made shoes, please confirm why a stock or modified stock-item shoe cannot accommodate the patient's condition and provide details to support their need.

### From the supplier / retailer

- Confirmation that the shoes are attached to or are part of a brace.
- Confirmation that the orthopaedic shoes have been altered or adjusted.

### If adjusted

- A breakdown of charges for the shoe and the adjustment costs.
- The statement of payment from the provincial health insurance plan (if applicable).
- The original receipt.

if any information is missing, the orthopaedic shoe supplier will be asked to provide it before the claim can be considered. This may slow down the time it takes to process the claim.

### NOTE:

Any costs associated with obtaining this information are the responsibility of the patient. In some cases, after a review, additional information might be required. A Manulife representative will contact you with a decision or, if necessary, a request for more information.

Once Manulife has received the information listed above, an assessment will be conducted by our Medical Department. You'll receive a written response concerning the eligibility of the expense as soon as possible.

Please return this information along with a completed claim form to:

**Manulife Financial Group Benefits**  
**P.O. Box 1653**  
**380 Weber Street North,**  
**Waterloo, Ontario N2J 4V1**