



## ***Custom Foot Orthotics & Orthopedic Footwear: Payment Policies & Insurance Requirements***

### **Payment Policies:**

**Forms of Payment:** We accept **cash, cheque, Visa, Mastercard,** and **debit** payments.

**Expectations:** Payment for your orthotics is **due in full at the time your order is placed.** This will allow you to submit your **paid receipt** to your insurance company for claim processing.

**Refunds:** Orthotic purchases are **100% non-refundable** once your order has been placed to the lab for manufacturing.

### **Insurance Requirements:**

*Most **extended health insurance** plans cover “Custom-made” (moulded) Orthotic devices. Please **check your benefits** for the **details of your coverage** and your **insurance requirements** and schedule your **Gait Analysis** (biomechanical foot assessment) today!*

Your insurance provider **may** require the following items:

**Prescription** – from a Physician (MD), Podiatrist, Chiropodist ...

### **We will provide the following:**

- Paid receipt** – provided when payment is received for your Orthotics
- Biomechanical Assessment Report** provided following your “Gait Analysis”
- Insurance Letter** – including the following required information:

- Summary of clinical findings and diagnosis
- Description of assessment techniques & casting methods
- Description of the manufacturing process & materials
- Laboratory credentials and accreditation