

INFORMATION BULLETIN

Orthotics

April 3, 2009

Off-the-Shelf Products

#2009 – 30

It has come to our attention that a higher than expected volume of invoices for off-the-shelf products are being returned to service providers. The common reason for invoices being returned is the failure to identify and differentiate off-the-shelf products from custom-made devices.

To address this issue, please use the new item code **(1100404)** when invoicing for off-the-shelf products or pre-fabricated devices. This item code shall include the cost of the device and any necessary adjustments or fitting. An updated list, 'Item Codes for Orthotic Services' is attached with this bulletin for your reference.

Examples of off-the-shelf products or pre-fabricated devices include, but are not limited to; unmodified splints, wrist brace, thumb splint, tennis elbow brace/sleeve, shoulder sling, cervical collars, SI belt, knee immobilizer, patellar tendon wrap, Generation II brace, Breg brace, CTi brace, DonJoy brace, knee sleeve, ankle sleeve, ankle stabilizer, arch brace, bunion splint, heel cushions, heel lifts, or slip in insoles.

Consequently, invoicing for off-the-shelf products or pre-fabricated devices are now required to follow the same procedures as for any other custom-made orthotic devices.

All requests for authorization and invoices for orthotic services must be completed using form *83D20* and *83D16* respectively. In addition, item codes must be clearly indicated on the form under the field '**Fee code**' for each individual billable component or device.

Form 83D20 'Request For Authorization for Orthotic Services', Form 83D16 'Invoice For Orthotic Services' and the 'Item codes for Orthotic Services' can be found at the www.worksafebc.com website. Follow the Health Care Providers link, then go to Health Care Practitioners Orthotics link

Please do not hesitate to contact us if you have questions regarding this information.

Item codes for Orthotic Services

Item Code	Description of Device
19209	Orthotics – Repair Freight Charge
19210	Orthotics - Cervical
19211	Orthotics - Spine (other than Cervical)
19212	Orthotics - Upper Extremity
19213	Orthotics – Pelvis and Hip
19214	Orthotics - Knee (include KAFO)
19215	Orthotics - Ankle (include AFO)
19216	Orthotics - Foot (foot only)
19217	Orthotics - Custom Made Footwear
19218	Orthotics - Labour
1100404	Orthotics - Off-the-shelf products/ Pre-fabricated devices