

**VETERANS AFFAIRS CANADA**

**IMPORTANT REMINDERS FOR REGISTERED FOOT CARE PROVIDERS**

**PROGRAM OF CHOICE 08 – NURSING SERVICES**

March 2023

Veterans Affairs Canada (VAC) would like to remind Registered Foot Care Providers of the following information to continue effective processing of claims for products and/or services provided to VAC clients.

To ensure that Veterans are not out of pocket, Registered Foot Care Providers are encouraged to submit claims directly to Medavie Blue Cross on the Veteran’s behalf.

* When Veterans have been approved for Basic Foot Care, only Basic Foot Care services will be reimbursed by VAC. Basic foot care is limited to non-invasive strategies and interventions, including non-invasive cutting, filing of toenails, non-invasive filing to reduce calluses, corns and hypertrophic nails, packing of involuted nails, and moisturizing to help reduce hyperkeratotic skin and corrective foot health education.

* Advanced foot care will be pre-approved in exceptional circumstances only. Approval for VAC funding must be pre-authorized by VAC and is based on a prescription by the attending physician and a treatment plan from the service provider which indicates the need, duration, cost, and frequency for these services. This includes in-depth assessment(s) and short-term intervention(s) to address complex conditions of the foot due to deformities, neurological and circulatory problems and/or infections.

* Providers shall charge the lesser of the rate charged to any patient/client paying cash for the same service/product, up to the maximum rate contained in the benefit grids for their province. Providers should bring any concerns regarding the payment of claims or any questions regarding Basic or Advanced Foot Care to Medavie Blue Cross Provider Relations at 1-888-261-4033.

Thank you for the ongoing care and service that you provide to our Veterans.

                                                                       