

## Submitting claims for compression hose

Your Great-West Life benefits plan covers compression hose when they are prescribed by a physician and are medically required. The following information is intended to give you an overview of our requirements when you submit a claim for compression hose.

### New customary prices

Great-West adjudicates claims based on the provincial customary price for covered services and supplies. On Nov. 1, 2013, Great-West will update the customary prices used for compression hose claims. All claims received on or after this date (including claims with earlier service dates) will be adjudicated using the updated prices.

Benefits will be determined according to the compression factor of the hose, which is measured in millimetres of mercury (mmhg). The following limits will apply (in some cases, a range is provided, since prices will vary by province):

- Hose with a compression factor of 15 to 20 millimetres of mercury (mmhg) – \$50 per pair, per person
- Hose with a compression factor higher than 20 mmhg – from \$180 to \$225 per pair, per person
- Custom-made compression hose – from \$330 to \$375 per pair, per person

This change is intended to ensure that plan members with a valid medical need for compression hose receive appropriate coverage.

Great-West is informing medical supply providers of these changes, and will do its best to ensure that the majority of suppliers are provided this information.

We recommend that you bring this document along when you purchase compression hose.

### Medical diagnosis required

When submitting a claim for compression hose, you must provide a prescription from your doctor that includes your specific medical diagnosis. A description of symptoms, such as calf pain, sore legs or tired feet, is not sufficient.

### Make/model of hose

Be sure that the make and model number of the compression hose you've been supplied is clearly identified on the receipt. This information is needed to confirm that the hose includes a compression factor of at least 15 mmhg. Claims received without this information may be delayed.

### Annual limit

Great-West benefit plans limit the amount of compression hose covered per person, per year. Please refer to your benefits booklet to determine the specific number of pairs of compression hose for which you are eligible.

### More information

Please contact your plan administrator or call Great-West at 1-800-957-9777.

*This notice is for general information only and should not be considered legal advice.*