



Custom Orthotics or Over-the-Counter Inserts?

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Do I need custom orthotics (made by a podiatrist) or can I simply purchase inserts over-the-counter?

This is a question our office frequently gets from patients who have been referred to our office for plantar fasciitis, bunions, neuromas, flat feet, and ankle, knee, and back pain. This fact sheet answers this question and other questions we frequently get about custom orthotics.

What Is the Difference Between Over-the-Counter (OTC) Inserts and Custom Orthotics?

OTC inserts can provide extra comfort and cushion, and are often able to control mild foot pain. Because these inserts are OTC they are not customized to a specific foot type and may not fit properly. This decreases how well they function. Patients who come to our office have often already tried OTC inserts and are still in pain.

For most patients who have chronic foot problems, custom orthotics are needed to get the right match for the foot for maximum benefit. Our office makes orthotics by taking a scan of the foot using a 3D digital scanner to determine the size, width, pressure points, and other factors. The scan is used to design orthotics that are a perfect match for the patient's foot. In addition to relieving patient's foot pain, custom orthotics can successfully treat patients with body alignment issues including ankle, knee, and back pain.

Aren't Custom Orthotics More Expensive than Over-the-Counter (OTC) Inserts?

Even though over-the-counter inserts cost far less than custom orthotics, they need to be replaced every six months. Custom orthotics typically last 3-5 years depending on the activity level of the patient. They An additional pair can be ordered for different types of shoes (such as dress shoes) for less. No device is worth the money if it does not work for the patient.



Custom Orthotics

Can you bill my insurance for custom orthotics?

Yes we will bill insurance. Our office will contact the patient's insurance company in advance to find out if orthotics are covered. If orthotics are not covered, our office offers Care Credit, a special program that allows patients to pay over four months without interest.