

Alberta Health

**Alberta Aids to Daily Living
Therapeutic Footwear Benefits**

Policy & Procedures Manual

September 1, 2013



Superseded

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Policy FT – 01

Therapeutic Footwear Benefits Background

Policy Statement

1. Footwear management for the neuropathic foot is intended as a long-term management technique for maintaining healed areas and preventing further ulceration. Appropriate prescription footwear is considered an important factor in this effort, particularly in the insensate foot.
2. Therapeutic Footwear Benefits include pressure downloading orthoses, commercially available therapeutic shoes, total contact insert and shoe modifications.

Policy FT - 02

Process for Obtaining Therapeutic Footwear Benefits

Policy Statement

Clients and Specialty Suppliers will follow the AADL procedure for obtaining and providing Therapeutic Footwear Benefits.

Procedure

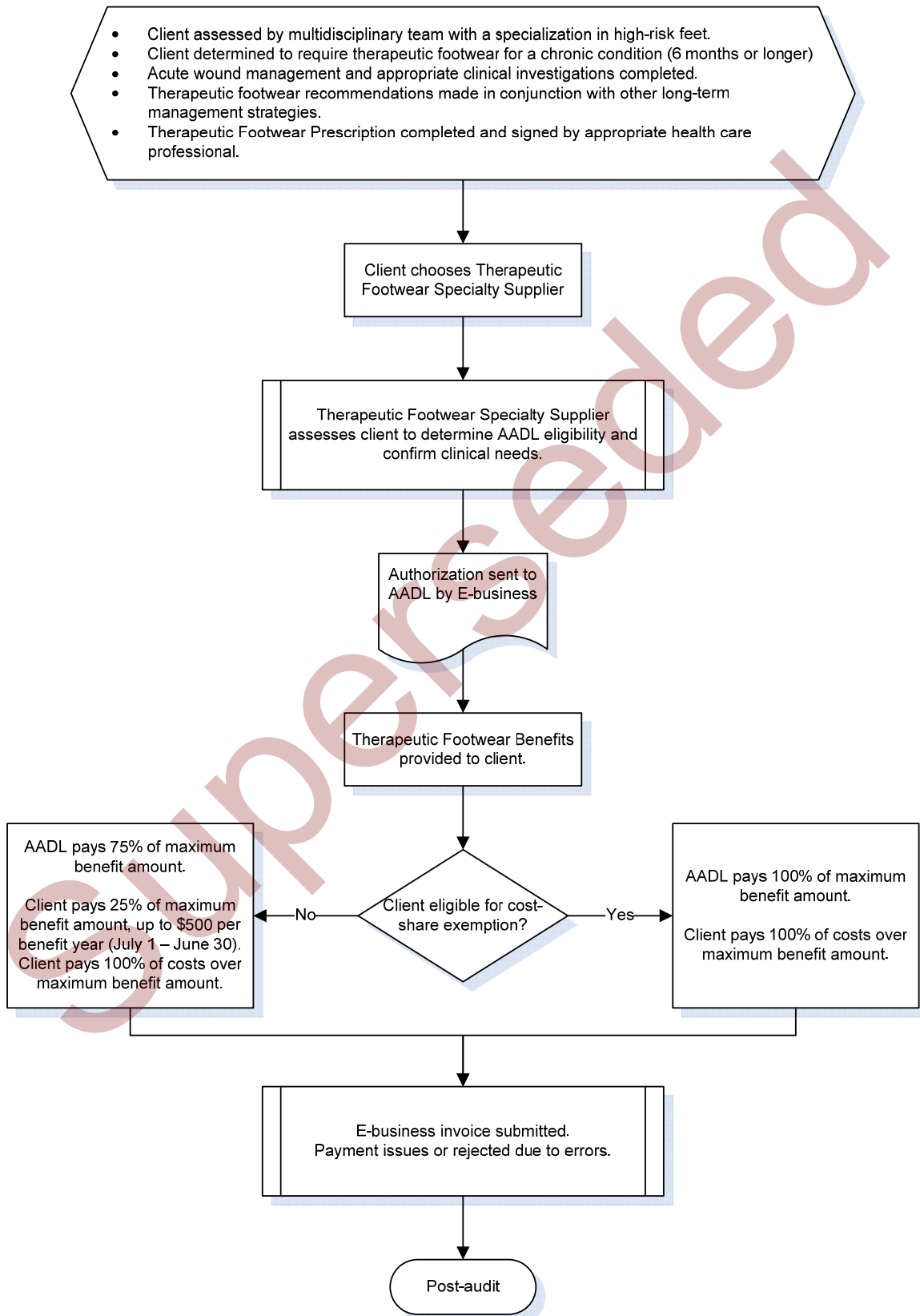
Clients:

1. Follow process outlined on page 7 of this policy.

Specialty Suppliers:

1. Follow process outlined on page 7 of this policy.

Process for Obtaining Therapeutic Footwear Benefits



Policy FT - 03

Eligibility Criteria for Therapeutic Footwear Benefits

Policy Statement

Clients must meet the general eligibility criteria from the AADL Policy and Procedure Manual and must obtain a Therapeutic Footwear Prescription as described in Policy FT – 06.

1. Clients must:
 - be ambulatory.
 - present with one or more of the following:
 - a) a foot neuropathy determined by monofilament testing and detailed assessment through the Carville Risk Category with an evaluation of Category 1 or higher or The University of Texas Wound Classification System with an evaluation of Category 1 or higher;
 - b) an ischemia that has been demonstrated by:
 - i. digital pressure (PPG) < 40 mm Hg or
 - ii. ankle brachial index (ABI) < 0.5 mm Hg.
 - c) if the ABI and PPG's are deemed to be unreliable for demonstrating ischemia, eligibility may be determined by the presence of two or more of the following signs and symptoms:
 - i. intermittent claudication
 - ii. pain at rest
 - iii. nocturnal pain
 - iv. dependent rubor/blanching on elevation
 - v. loss of hair on foot and toes
 - vi. history of gangrene
 - vii. cyanosis
 - d) healed ischemic foot ulcer.
 - e) history of a lower extremity ulcer.
 - f) a bony deformity with digit pressure ulcer history.
 - g) a chronic, non-healing ulcer with no or limited potential for healing.
 - h) must require a custom total contact insert to provide off-loading pressure relief to areas of the feet most in jeopardy of skin breakdown and/or ulceration.
2. AADL does not provide therapeutic footwear for:
 - Non-ambulatory clients.

- Clients that do not comply with all the clinical recommendations from the multidisciplinary high-risk foot team.
3. AADL does **not** provide:
- Foot orthotics
 - Therapeutic Footwear in absence of a Therapeutic Footwear Prescription as described in Policy FT – 06.
 - Winter boots
 - Over-shoes
 - Shoes that do not accommodate or meet the requirements of extra width, depth and/or extra depth toe box.

Procedure

Clients:

1. Obtain a Therapeutic Footwear Prescription as described in Policy FT – 06.
2. Sign the “Client Declaration” form.
3. Must seek alternative funding for the Therapeutic Footwear if ineligible.

Specialty Suppliers:

1. Determine client eligibility.
2. Maintain accurate, up-to-date client files, including prescription(s), and clinical notes recording.
3. Document and sign-off on any patient encounter, which includes the initial assessment to the dispensing of benefits, and follow-up of all clients.
4. Retain the original signed client declaration on client file.
5. Do not accept prescriptions that do not conform to Policy FT – 06.

Policy FT - 04

Choice of Therapeutic Footwear Provider

Policy Statement

1. Clients have a choice of Therapeutic Footwear Specialty Supplier.

Procedure

AADL:

1. Maintains a list of AADL Approved Therapeutic Footwear Specialty Suppliers.

Policy FT – 05

Multidisciplinary High-Risk Foot Team

Policy Statement

Eligible clients must be assessed and treated by a multidisciplinary team with a specialization in high-risk feet. The team may consist of:

- Client
- Family member
- Occupational therapist
- Physical therapist
- Registered nurse and/or Enterostomal therapy registered nurse (ET RN)
- Physician
- Social Worker
- Custom-Made Footwear Specialist
- Certified Orthotist
- Certified Pedorthist
- Certified Pedorthic Technician
- Other Health Professionals as required

Procedure

Multidisciplinary High-Risk Foot Teams:

1. Record the required clinical data, performs annual reassessments and follow-up.
2. Investigate and reduce edema prior to prescription of Therapeutic Footwear.
3. Ensure ulcers are closed prior to provision of the AADL benefit, except in the case of a documented chronic non-healing ulcer.
4. Conduct annual digital pressure (PPG) and/or ankle brachial index (ABI) in accordance with Policy FT – 03 prior to prescription of Therapeutic Footwear.

5. Collaborate with the Specialty Supplier(s) to ensure the client receives the correct Therapeutic Shoes with custom modifications and total contact inserts to achieve the best clinical outcome.
6. Retain a copy of the prescription for therapeutic shoes, custom modifications and total contact inserts on the client's file.

Superseded

Policy FT – 06

Therapeutic Footwear Prescription

Policy Statement

1. The AADL Therapeutic Footwear Prescription is a template used to capture clinical/diagnostic criteria and to provide a Therapeutic Footwear recommendation. The Specialty Supplier must confirm client eligibility using the prescription and provide the benefits listed on the prescription.
2. A Therapeutic Footwear Prescription must be completed and signed by one of the following:
 - A physician in good standing with the College of Physicians & Surgeons of Alberta who is a member of a multi-disciplinary high risk foot team.
 - A Nurse Practitioner in good standing with the College and Association of Registered Nurses of Alberta who is a member of a multi-disciplinary high risk foot team.
 - A health care professional, who is listed on the AADL Therapeutic Footwear Prescriber List:
 - a. An Occupational Therapist in good standing with the Alberta College of Occupational Therapists.
 - b. A Physical Therapist in good standing with Physiotherapy Alberta – College + Association.
 - c. A Registered Nurse in good standing with College and Association of Registered Nurses of Alberta.

Procedure

Therapeutic Footwear Prescribers:

1. Participate in the assessment as a member of the multidisciplinary high-risk foot team.
2. Fully complete the AADL Therapeutic Footwear Prescription stating:
 - a. Client's diagnosis
 - b. Completed diagnostic testing
 - c. Type of therapeutic footwear required
 - d. The need for total contact inserts and/or custom modifications
 - e. Any other information regarding the foot problem and/or specific instructions as required.
3. Must approve any requests for alterations to the prescription.

4. Provide original, signed prescription to the client or directly to the client's preferred Specialty Supplier.
5. Retain a copy of the prescription in the client's file.

Clients:

1. Participates in the assessment process.
2. Provide Specialty Supplier with the original Therapeutic Footwear Prescription.
3. Must adhere to the AADL Therapeutic Footwear Prescription.
4. Changes to the manufacturer, make or model of therapeutic shoes are not permitted.

Specialty Suppliers:

1. Receive Therapeutic Footwear Prescription from client or directly from Prescriber.
2. Ensures the AADL Therapeutic Footwear Prescription is fully completed.
3. Confirms the AADL Therapeutic Footwear Prescription is signed by a Therapeutic Footwear Prescriber as listed above.
 - Physicians can be confirmed via College of Physicians & Surgeons of Alberta.
 - Nurse Practitioners can be confirmed via College and Association of Registered Nurses of Alberta
 - Occupational Therapists, Physical Therapist and Registered Nurses can be confirmed via AADL Therapeutic Footwear Prescriber List.
4. Retains the original prescription in the client's file.
5. Provide a copy of prescription to the client if requested.

AADL:

1. Maintains and updates a list of current AADL Therapeutic Footwear Prescribers.
2. Conducts post-audits and reviews to confirm compliance with business practices.

Policy FT – 07

Therapeutic Footwear Benefits Quantity and Frequency Limits

Policy Statement

- Clients are eligible for one pair of therapeutic shoes, one pair of total contact inserts and custom modifications every twelve months based on their clinical need as determined by the multidisciplinary high-risk foot team.
- Clients are eligible for one pressure-downloading orthosis every two years. The pressure downloading orthosis must be required for six months or longer. Clients are not eligible for an AFO/KAFO or modifications/repairs to these devices for six months after the provision of a pressure downloading orthosis.
- Requests for benefits that exceed the pre-determined limits will only be considered when supported by the Specialty Supplier and there is a demonstrated clinical need to submit to the Quantity and Frequency Review (QFR) process.

Procedure

Clients:

1. Follow the QFR process as outlined in the general AADL Policy and Procedure Manual.
2. Are responsible for the cost of the benefit if the QFR is denied.

Specialty Suppliers:

1. Confirms client consumption on the AADL E-business “PHN Inquiry” screen.
 - The therapeutic Footwear component determines the eligibility service date for the next Therapeutic Footwear; i.e., if one component is provided 12/13/2008 then the eligibility service date for all components would be 12/13/2009.
 - Indicate in the benefit notes that none of the high risk footwear benefits can be provided by suppliers until 12/13/2009.
2. Advises the client of quantity and frequency limits.
3. If the client is over-quantity and is in immediate need for replacement of a Therapeutic Footwear Benefit, follow the QFR process as outlined in the General Policies and Procedures.

4. If the client is over-quantity and is not in immediate need of the Therapeutic Footwear Benefit and the assessment date is less than 30 days prior to the one year eligibility date:
 - a) Indicate on the benefit note that the Therapeutic Footwear Benefit cannot be provided until the one year eligibility date.

Example:

- Service date – date client received benefits March 10, 2008.
- Assessment date at high risk foot clinic February 12, 2009.
- One year eligibility date of therapeutic footwear, Total Contact Inserts and modifications - March 10, 2009.
- Indicate “March 10, 2009” as the service date in the override note on the E-business authorization.

AADL:

1. Provides information on actual quantities and service dates to Specialty Supplier.
2. Reviews overrides on the AADL system.

Policy FT – 08

Client Responsibilities

Policy Statement

Clients who receive Therapeutic Footwear Benefits are required to adhere to the AADL's general client responsibilities as well as the following responsibilities specific to this program.

1. Attend scheduled appointments at the multidisciplinary high-risk foot team.
2. Follow the multidisciplinary high-risk foot team's directions on:
 - Foot-care routine
 - Diet management
 - Medication management
3. Follow other therapeutic interventions as recommended.
4. Take proper care of therapeutic shoes, total contact inserts and/or custom modifications.

Procedure:

Clients:

1. Are assessed and prescribed Therapeutic Footwear Benefits as described in Policy FT -05 and FT – 06.
2. Select Therapeutic Specialty Supplier from AADL Therapeutic Footwear Supplier List.
3. Provide Specialty Supplier with original prescription.
4. Sign Client Declaration form.
5. Adhere to Client Roles and Responsibilities in AADL's General Policy and Procedures Manual.
6. Acknowledge that AADL does not replace lost, stolen or damaged benefits.

Policy FT – 09

Therapeutic Footwear Prescriber Responsibilities

Policy Statement

The Therapeutic Footwear Prescriber will provide guidance and information to clients to ensure they meet eligibility criteria, complete the necessary forms and understand the process and their role with the multi-disciplinary high-risk foot team.

Procedure

Therapeutic Footwear Prescriber:

1. Completes an AADL Therapeutic Footwear Prescription as outlined in Policy FT – 06.
2. Ensure appropriate follow-up.
3. Submit required clinical competency documentation to AADL to be listed on the Therapeutic Footwear Prescriber List.
4. Alert AADL of a change of facility or if no longer working as part of a specialized high-risk foot team.

AADL

1. Ensures Therapeutic Footwear Prescribers comply with roles and responsibilities.
2. Adds or removes health care professionals from the Therapeutic Footwear Prescriber List.

Policy FT – 10

Therapeutic Footwear Specialty Supplier Roles and Responsibilities

Policy Statement

Therapeutic Footwear Specialty Suppliers are responsible for providing benefits and services to clients in accordance with the AADL policies and procedures. General roles and responsibilities include:

- Assessing clients.
- Determining eligibility to receive AADL benefits.
- Providing education to clients regarding the AADL program and benefit specific information.
- Collaborating with the Therapeutic Footwear Prescriber and multidisciplinary high risk foot team.
- Providing eligible clients with AADL benefits.
- Providing clients with follow-up service.
- Submitting E-business authorizations and invoices for benefits.

Procedure

Specialty Suppliers:

1. Conduct assessment which includes:
 - Determining the client eligibility and cost-share status through:
 - a. History of provision of benefits.
 - b. The cost-share status of clients.
 - c. Obtaining appropriate prescription(s).
 - Recommending the most appropriate benefit that will meet the client's needs.
 - Explaining cost-sharing and cost-share exemption policies to clients.
 - Explaining to clients the quantity and frequency limit related to benefits.
 - Discussing client's expectations regarding function outcomes of the device.
 - Obtaining client's signature on the Client Declaration prior to provision of benefits.

2. Provide Benefits:

- Provide approved AADL Program benefits only as per the current Approved Products List.
- Ensure replacement items are only provided when the current device no longer meets the client's needs and/or is not cost effective to repair.
- Obtain prior approval as necessary.
- Advise a client of their responsibilities.
- Educate clients regarding proper wear and care of their Therapeutic Footwear.
- Provide a statement of account to the client for all AADL benefits provided and invoiced to the AADL Program.

3. Provide Service:

- Provide appropriate follow-up activity that will ensure benefits serve the purpose for which they were provided.
- Ensure trained staff is accessible and available to clients.
- Ensure defective benefits are replaced at no cost to the Client or AADL.
- Honour manufacturers' warranties.
- Provide advice to clients.
- Promptly resolve all errors relating to the assessment of a client's benefits (e.g., duplication of benefits, client's eligibility status, and assessment errors).
- Resolve Specialty Supplier errors at no cost to the client or AADL.

AADL:

1. Ensures Specialty Suppliers comply with roles, responsibilities and contractual obligations.
2. Conducts post-audits reviews and compliance with business practices.

Policy FT – 11

Therapeutic Footwear Specialty Suppliers Qualifications

Policy Statement

1. The provider of Therapeutic Footwear Benefits must be one of the following:
 - Certified Pedorthic Master Craftsman in good standing with the College of Pedorthics of Canada.
 - Certified Pedorthist in good standing with the College of Pedorthics of Canada.
 - Certified Orthotist in good standing with the Canadian Board for Certification of Prosthetists and Orthotists.
2. The provider must be employed by a facility with an agreement with AADL to provide Therapeutic Footwear Benefits.

Procedure

Specialty Suppliers:

1. Notify AADL when changing employment location.

AADL:

1. Verifies membership with Canadian Board for Certification of Prosthetists and Orthotists or College of Pedorthics of Canada.
2. Provides a Specialty Assessor number.
3. Updates employment location information.

Policy FT – 12

Approved Therapeutic Footwear Specialty Supplier List

Policy Statement

1. AADL will only provide funding to eligible clients who receive their benefits from the “Approved List of Therapeutic Footwear Vendors”.

Procedure

Clients:

1. Select a Specialty Supplier from the current Therapeutic Footwear Specialty Supplier List available upon request or on the AADL website.

AADL:

1. Provides clients with information in writing upon request, or refers clients to AADL website.
2. Maintains approved Specialty Suppliers List.

Policy FT – 13

Statement of Account

Policy Statement

1. Specialty Suppliers must provide every client with a Statement of Account for each benefit invoiced to the AADL Program. The Statement of Account must include the AADL contribution and cost-share portion of each benefit (when applicable).

Procedure

Therapeutic Footwear Specialty Suppliers:

1. Provide client with a Statement of Account for AADL benefits when invoiced to the AADL Program.
2. For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
3. For cost-share exempt clients, identify AADL's contribution for each benefit.
4. Retain a copy of Statement of Account on client file.

AADL:

1. Conducts audits to identify discrepancies of costs between the claims received and the Statement of Account received by the client.