



POLICY &
PROCEDURE
MANUAL

**CUSTOM-MADE FOOTWEAR
BENEFITS**



TABLE OF CONTENTS

Custom-Made Footwear Benefits Background	
Approved Custom-Made Footwear Benefits	- F 10
Specialty Suppliers Roles & Responsibilities	- F 20
Client Roles & Responsibilities	- F 30
Custom-Made Footwear Eligibility Criteria	- F 40



CUSTOM-MADE FOOTWEAR BENEFITS **BACKGROUND**

A physician who is a member in good standing of the College of Physicians & Surgeons of Alberta must prescribe Custom-Made Footwear.

Clients must meet general AADL criteria and specific clinical eligibility criteria for AADL Custom-Made Footwear. Clinical eligibility criteria for Custom-Made Footwear is reviewed and updated as necessary to reflect current best practice standards.

AADL Custom-Made Footwear authorizations and claims are completed on-line by a valid AADL Specialty Supplier for this benefit.



APPROVED CUSTOM-MADE FOOTWEAR BENEFITS

Policy Statement:

AADL Custom-Made Footwear benefits available to eligible clients include:

- Custom-Made footwear for 1st Degree Deformity
- Custom-Made footwear for 2nd Degree Deformity
- Custom-Made footwear for 3rd Degree Deformity
- Partial Foot Replacements for all toes amputated
- Partial Foot Replacements for amputation between the tarsal and metatarsals
- Partial Foot Replacements for mid tarsal amputation
- Partial Foot Replacements for all tarsals amputated

Effective Date	Revision Date	Approved by
December 1, 2007	December 1, 2008	Catherine Johnson



SPECIALTY SUPPLIERS ROLES AND RESPONSIBILITIES

Policy Statement:

Custom-Made Footwear Specialty Suppliers assess and fit clients for Custom-Made Footwear benefits and services.

Procedure:

Custom-Made Footwear Specialty Suppliers:

1. Assess clients who have a structural bony deformity of the foot such as with talipes equino varus, severe arthritis and resultant deformity, or neurological damage to the foot with resultant deformity or stabilized gross edema.
2. Ensure:
 - Clients cannot wear a modified or special off-the-shelf shoe (clients must try off the shelf shoe such as an extra width, extra depth prior to determining eligibility for this benefit).
 - Clients are ambulatory.
 - Clients meet the Custom-Made Footwear benefit eligibility criteria.
 - Clients are advised of their responsibilities related to program benefits including the expiry date of their Custom-Made Footwear authorization.
 - Clients sign the "Client Declaration" form.
3. Accept only a generic physician prescription.
4. Contact the AADL Custom-Made Footwear clerk and/or the Manager with concerns, questions, prior approvals, and unusual requests. If eligibility is questionable, an authorization is not to be completed.
5. Complete the on-line authorization as outlined in the On-Line Training Manual within 20 business days of the assessment.
6. Retain on file:
 - a) Authorizations
 - b) assessments
 - c) Physician's Generic Prescription
 - d) Pedograph
 - e) Photograph
 - f) Custom-Made Footwear Criteria Document A and B
7. Adhere to the AADL Specialty Supplier Agreement and both the general AADL and Custom-Made Footwear Policies and Procedures.

Effective Date	Revision Date	Approved by
December 1, 2007	December 1, 2008	Catherine Johnson



8. Honour manufacturer's warranties.
9. Ensure that a Custom-Made Footwear Specialist approves the end product of each stage of fabrication of Custom-Made Footwear:
 - a. casting
 - b. last making
 - c. pattern making
 - d. upper making
 - e. lasting
 - f. finishing
10. Provide instructions to Clients on the care, operation and maintenance of any Custom-Made Footwear
11. Use all reasonable efforts to supply the Custom-Made Footwear at the lowest possible cost.
12. Provide clients with a statement of claim indicating AADL's portion and the client's portion if applicable.
13. Inform the client that he or she is responsible for all repairs to their Custom-Made Footwear.
14. Provide appropriate follow-up.

Effective Date	Revision Date	Approved by
December 1, 2007	December 1, 2008	Catherine Johnson



CLIENT ROLES AND RESPONSIBILITIES

Policy Statement:

Clients receiving Custom-Made Footwear benefits shall meet the current AADL Custom-Made Footwear eligibility criteria for the benefits they are receiving and must comply with AADL policies and procedures.

Procedure:

Clients:

1. Provide the Specialty Supplier with a generic physician's prescription
2. Are aware that if off-the-shelf footwear such as extra width, extra depth will meet their clinical needs they are not eligible for Custom-Made Footwear and aware that this alternative must be trialed prior to Specialty Supplier determining eligibility for Custom-Made Footwear.
3. Are aware that Custom Footwear provided by AADL is for "function" not for "cosmetics".
4. Are aware that it is their responsibility to maintain their Custom-Made Footwear. Clients are eligible for one pair of Custom-Made Footwear per benefit year; replacements are based on need as determined by the Specialty Supplier.
5. Are aware that AADL does not replace lost or damaged Custom-Made Footwear.
6. Are aware that AADL will assist with replacement of worn Custom-Made Footwear only when it is no longer economically feasible or safe to repair, or when there is a significant change in their foot condition.
7. Comply with Specialty Supplier policies regarding abuse-free facility environments. Failure to comply may result in the supplier declining further services.

Effective Date	Revision Date	Approved by
December 1, 2007	December 1, 2008	Catherine Johnson



CUSTOM-MADE FOOTWEAR ELIGIBILITY CRITERIA

Policy Statement:

Clients must meet the general AADL eligibility criteria and have:

- A structural bony deformity of the foot such as with talipes equino varus, severe arthritis and resultant deformity, or neurological damage to the foot with resultant deformity. If clients cannot wear a modified, or special off-the-shelf shoe for these reasons, they are eligible for this benefit.
- Clients must be ambulatory.
- A generic prescription from a physician stating:
 - Specific benefit requested, and
 - Other information related to foot problems and/or specific instructions.

Procedure:

Client:

1. Obtains prescription from physician.
2. Contacts AADL Program for a list of specialty suppliers.
3. Must try off-the-shelf footwear such as extra width, extra depth before being deemed eligible for Custom-Made Footwear.
 - AADL does NOT provide Custom-Made Footwear for clients having problems finding the appropriate off-the-shelf footwear because they have oversized, or undersized feet, extra width/ depth needs, a split size requirement, problems with edema, lesions or acute post op conditions.
 - A leg length discrepancy indicates a need for a shoe elevation, and not Custom-Made shoes.
 - It is recognized that some orthotic devices (such as Ankle Foot Orthosis) may cause fitting problems, but this does not indicate a need for Custom-Made shoes.

Clients are eligible for one pair of Custom-Made Shoes every twelve months based on clinical need.

Effective Date	Revision Date	Approved by
December 1, 2007	December 1, 2008	Catherine Johnson



Specialty Supplier:

1. Confirms client eligibility
2. In cases of ineligibility, may suggest footwear options.
3. Obtains physician's prescription from client.
4. Enters authorization on e-business.
5. Completes all required assessment documentation.

Effective Date	Revision Date	Approved by
December 1, 2007	December 1, 2008	Catherine Johnson