



POLICY &
PROCEDURE
MANUAL

SHOE ELEVATIONS BENEFIT



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SHOE ELEVATIONS BENEFIT **BACKGROUND**

A physician who is a member in good standing of the College of Physicians & Surgeons of Alberta must prescribe Shoe Elevation(s).

Clients must meet general AADL criteria and specific clinical eligibility criteria for AADL Shoe Elevations. Clinical eligibility criteria for Shoe Elevations are reviewed and updated as necessary to reflect current best practice standards.

Shoe elevations are provided to improve function by enabling walking and/or increased walking efficiency/endurance by ensuring correct biomechanics through the application of appropriate materials and placement

AADL Shoe Elevations authorizations and claims are completed on-line by a valid AADL Specialty Supplier for this benefit.



APPROVED SHOE ELEVATION BENEFITS

Policy Statement:

AADL provides Shoe Elevations greater than 2 cm or ¾ inches to improve a client's gait, walking endurance and/or efficiency and to address leg length discrepancy.

Procedure:

The AADL Shoe Elevation Specialty Supplier determines the client's general eligibility and determines the degree of Shoe Elevation that is clinically required:

- Shoe elevations of 2.0 – 2.5 cm (¾" – 1")
- Shoe Elevations of 2.6 – 5.0 cm (1-1/8" – 2")
- Shoe Elevations of 5.1 – 7.6 cm (2-1/8" – 3")
- Shoe Elevations of 7.7 – 10.2 cm (3-1/8" – 4")
- Shoe Elevations of Over 10.2 cm (over 4")

Shoe elevation assessment for all of the above includes initial and final assessment and fitting.

Clients are eligible for two Shoe Elevations per every twelve months based on clinical need.

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December 1, 2007	March 9, 2009	Catherine Johnson



SPECIALTY SUPPLIERS ROLES AND RESPONSIBILITIES

Policy Statement:

Shoe Elevation Specialty Suppliers shall be responsible for providing quality Shoe Elevations benefits and services to eligible AADL clients.

Procedure:

Shoe Elevation Specialty Suppliers:

1. Assess clients who have at least a 2 cm or 3/4 inches leg length discrepancy, that is a permanent condition and the Shoe Elevation is required to improve their gait, walking endurance and / or efficiency.
2. Ensure:
 - i. Clients are ambulatory.
 - ii. Clients meet the Shoe Elevation benefit eligibility criteria.
 - iii. Clients are advised of their responsibilities related to program benefits including the expiry date of their Shoe Elevation authorization.
3. Provide clients with information and answers regarding AADL's eligibility criteria.
4. Contact the AADL Shoe Elevation clerk and/or the Manager with concerns, questions, prior approvals, and unusual requests. If eligibility is questionable, an authorization must not be done.
5. Only accept a generic physician prescription. The prescription must clearly state the client's Shoe Elevation measurements and which leg is affected.
6. Complete the on-line authorization as outlined in the On-Line Training Manual within 20 business days of the assessment.
7. All authorizations and the original prescription must be retained on the Specialty Supplier file.

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8. Ensure a Custom-Made Footwear Specialist or an Orthotist or Certified Pedorthic Technician or Certified Pedorthist is personally involved in the manufacturing Shoe Elevation process that includes:
 - a) Production planning
 - b) Stripping the sole and creating build-up
 - c) Adjustments
 - d) After care and remakes
 - e) Client education
9. Ensure a Custom-Made Footwear Specialist or an Orthotist or Certified Pedorthic Technician or Certified Pedorthist personally approves the end product of the Shoe Elevations.
10. Honor manufacturer's warranties.
11. Use all reasonable efforts to supply the Shoe Elevation at the lowest possible cost.
12. Inform the client that he or she is responsible for all repairs to their Shoe Elevations.
13. Provide clients a statement of claim indicating AADL's portion and the client's portion if applicable.
14. Resolve promptly all errors relating to the provision of a client's benefits, e.g., duplication of benefits, client's eligibility status, assessment errors.

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CLIENT ROLES AND RESPONSIBILITIES

Policy Statement:

Clients receiving Shoe Elevation benefits shall meet the current AADL Shoe Elevation eligibility criteria for the benefits they are receiving and will acknowledge their roles and responsibilities.

Procedure:

Clients:

1. Provide the Specialty Supplier with a generic prescription that includes the height discrepancy between each leg.
2. Maintain their Shoe Elevations. Clients are responsible for replacing Shoe Elevations that are damaged.
3. Are aware that AADL does not replace lost or damaged Shoe Elevations.
4. Are aware that they are eligible for two shoe elevations unilaterally per benefit year and replacements are based on need as determined by the Specialty Supplier.
5. Are aware that AADL will not assist with replacement of worn Shoe Elevations.
6. Comply with Specialty Supplier policies regarding abuse-free facility environments. Failure to comply may result in the supplier declining further services.
7. If clients require a bi-lateral Shoe Elevation then the Specialty Supplier needs to complete a QFRC form and explain the clinical rationale for bi-lateral Shoe Elevations.

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ELIGIBILITY CRITERIA SHOE ELEVATION

Policy Statement:

Clients must meet the general AADL eligibility criteria and have:

1. A chronic leg discrepancy of at least $\frac{3}{4}$ inches or 2cm.
2. Clients must be ambulatory.
3. A generic prescription from a physician stating:
 - Diagnosis
 - Leg length discrepancy measurement

AADL does not provide Shoe Elevations for clients having short term issues such as pre-operative and / or post-op problems.

Procedure:

Specialty Supplier:

1. In cases of ineligibility, may suggest footwear options
2. Obtains physician's prescription from client.
3. Enters authorization on e-business

Clients:

1. Obtain prescription from physician.
2. Contact AADL Program for a list of specialty suppliers.

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