

Alberta Health

Alberta Aids to Daily Living Shoe Elevation Benefits Policy & Procedures Manual

October 4, 2021

This publication is issued under the Open Government Licence – Alberta (<http://open.alberta.ca/licence>).

This publication is issued under the Open Government Licence – Alberta (<http://open.alberta.ca/licence>). Please note that the terms of this licence do not apply to any third-party materials included in this publication.

Revision History

Description _____ **Date**

Updated throughout to reflect transition of benefit authorization and claims to Alberta Blue Cross	October 4, 2021
Updated links	April 1, 2019

Contents

Policy SE - 01 – Shoe Elevation Benefits Background.....	5
• Policy Statement	5
Policy SE - 02 – Approved Shoe Elevation Benefits	6
• Policy Statement	6
• Procedure	6
Policy SE - 03 – Eligibility Criteria for Shoe Elevation	
Benefits.....	7
• Policy Statement	7
• Procedure	7
Policy SE - 04 – Choice of Shoe Elevation Specialty Supplier.....	9
• Policy Statement	9
• Procedure	9
Policy SE - 05 – Changing Shoe Elevation Specialty Suppliers.....	10
• Policy Statement	10
• Procedure	10
Policy SE - 06 – Shoe Elevation Supplier Qualifications.....	11
• Policy Statement	11
• Procedure	11
Policy SE - 07 – Shoe Elevation Provider Roles and Responsibilities.....	12
• Policy Statement	12
• Procedure	12
Policy SE - 08 – Client’s Roles and Responsibilities	14
• Policy Statement	14
• Procedure	14
Policy SE - 09 – Approved Shoe Elevation Provider List.....	15
• Policy Statement	15
• Procedure	15
Policy SE - 10 – Service Dates.....	17
• Policy Statement	17
• Procedure	17
Policy SE - 11 – Patient Claim Statement	17
• Policy Statement	17
• Procedure	17

Policy SE – 01

Shoe Elevation Benefits Background

Policy Statement

The provider of AADL-funded shoe elevation benefit item specific device(s)/service(s) must hold qualifications stipulated under policy SE-06 and be employed by a facility that has an agreement with AADL to provide shoe elevation benefit item specific device(s)/service(s).

A physician who is a member in good standing of the College of Physicians & Surgeons of Alberta must prescribe AADL-funded shoe elevation(s). The prescription must be on a generic form without any vendor advertising. The prescription is valid for three months from the date on the prescription.

Clients must meet Alberta Aids to Daily Living (AADL) general and benefit-specific shoe elevation clinical eligibility criteria in order to qualify for AADL-funded shoe elevation benefit item specific device(s)/service(s). Clinical eligibility criteria for AADL-funded shoe elevation benefit item specific device(s)/service(s) are reviewed and updated as necessary to reflect current best practice standards.

AADL-funded shoe elevation benefit item specific device(s)/service(s) 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.

The maximum funding amounts for shoe elevation benefit item specific device(s)/service(s) is listed in the approved product lists for shoe elevation benefits.

Authorizations and claims for shoe elevation benefit item specific device(s)/service(s) must be entered on the Alberta Blue Cross Online Health Portal (OHP).

Policy SE - 02

Approved Shoe Elevation Benefits

Policy Statement

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

If deemed to be eligible for AADL funded shoe elevation benefit item specific device(s)/service(s), clients are eligible for two unilateral AADL funded shoe elevations per every twelve months based on basic clinical and functional need.

- If clients require bi-lateral shoe elevations then shoe elevation Specialty Assessors/Suppliers need to complete a Quantity and Frequency Review form and explain the clinical and functional rationale for bi-lateral shoe elevations.

Procedure

Specialty Assessors/Suppliers:

1. Determine the client general and benefit-specific shoe elevation eligibility and determine the type and extent of shoe elevation that is clinically and functionally required:
 - a. Shoe elevations of 2.0 – 2.5 cm (¾" – 1")
 - b. Shoe Elevations of 2.6 – 5.0 cm (1-1/8" – 2")
 - c. Shoe Elevations of 5.1 – 7.6 cm (2-1/8" – 3")
 - d. Shoe Elevations of 7.7 – 10.2 cm (3-1/8" – 4")
 - e. Shoe Elevations of over 10.2 cm (over 4")
2. Shoe elevation assessment(s) for all of the above includes initial and final assessment and fitting(s).

Policy SE - 03

Eligibility Criteria for Shoe Elevation Benefits

Policy Statement

Clients must meet the general and benefit-specific eligibility criteria from the AADL policy and procedure manuals and approved product listing (APL), which includes the following:

- Have a chronic leg discrepancy of at least 2cm (¾ inch);
- Be ambulatory; and
- Provide a generic prescription from a physician stating:
 - a. Diagnosis
 - b. Leg length discrepancy measurement

AADL does not fund shoe elevation benefit item specific device(s)/service(s) for clients that:

- Do not have a chronic leg discrepancy of at least 2cm (¾ inch);
- Are not ambulatory; and
- Present with short-term clinical/functional issues including but not limited to acute medical, pre-operative and/or post-operative problems or conditions.

Procedure

Clients:

1. Obtain a prescription from a physician indicating clinical diagnosis and associated need for a shoe elevation(s).
2. Select a Specialty Assessor/Supplier of shoe elevation benefit item specific device(s)/service(s) from the AADL approved vendor list as is available on the [AADL website](#).
3. Provide prescription to and be assessed by an AADL shoe elevation Specialty Assessor/Supplier.
4. Sign the "Client Declaration" form.
5. Seek alternative funding for a shoe elevation(s) if ineligible.

Provider:

1. Determine if client meets AADL eligibility requirements, and verify client cost share status and benefit consumption.
 - a. Obtain physician's prescription from client. Do not accept prescriptions greater than three months old or with vendor advertising.
 - b. Submit a Quantity and Frequency Review (QFR) request on the Alberta Blue Cross OHP if benefit early replacement is required.
2. May suggest other footwear options where clients are deemed ineligible for AADL-funded shoe elevation benefit item specific device(s)/service(s).
3. Maintain accurate, up-to-date client files with clinical notes and required AADL and Alberta Blue Cross documentation including but not limited to prescription(s), original signed Client Declaration(s) and Patient Claim Statement(s).
4. Document any patient encounter, which includes initial assessment, dispensing of benefits, and follow up with

clients.

5. Complete authorization on the Alberta Blue Cross Online Health Portal (OHP) and upload the client declaration form and any other required documentation.

Policy SE - 04

Choice of Shoe Elevation Specialty Supplier

Policy Statement

1. Clients have a choice of shoe elevation provider.

Procedure

Clients:

1. Select an AADL shoe elevation benefit Specialty Assessor/Supplier from the AADL approved custom made footwear benefit Vendor list.

AADL:

1. Maintain a list of AADL approved shoe elevation footwear benefit Vendors comprised of AADL custom footwear benefit Specialty Assessors/Suppliers that clients may access for shoe elevation benefit information and services.

Policy SE - 05

Changing Shoe Elevation Specialty Suppliers

Policy Statement

- Clients have a choice of shoe elevation provider.
- Clients must use only one shoe elevation provider at a time.
- Clients must not switch shoe elevation providers during the fabrication process of shoe elevations unless prior approval is given by AADL.

Procedure

Clients:

1. Pursue alternate funding sources prior to requesting additional benefits from AADL or if request falls outside the QFR process.
2. Responsible for giving current AADL provider the opportunity to provide shoe elevation benefit item specific device(s)/service(s) that meet their basic clinically assessed needs.
3. Contact the AADL Program Manager regarding concerns about service or device.
4. Submit a formal "AADL Complaint" form if applicable, available on the [AADL website](#).

Shoe Elevation Specialty Assessors/Suppliers:

1. Check Alberta Blue Cross OHP to verify if a client has an active authorization for AADL-funded shoe elevation(s) or other competing benefits.
 - a. If no, may commence pertinent clinical and AADL eligibility assessment(s).
 - b. If yes, contact Alberta Blue Cross so to identify the current shoe elevation Specialty Assessor/Supplier. Following discussion with the client, either:
 - i. Refer client back to original service provider for ongoing service and follow-up with shoe elevation benefits;
 - ii. If the client refuses to return to previous Specialty Assessor/Supplier, the provider must not provide service to the client unless the client is willing to fund the services privately; or
 - iii. If the client agrees, contact previous Specialty Assessor/Supplier to discuss transferring care to the new shoe elevation provider. Advise Alberta Blue Cross if agreement of a transfer of care is reached.
2. Do not submit a QFR for a request to switch Specialty Assessor/Supplier.
3. Advise the client to submit a formal "AADL Complaint" form if applicable, available on the [AADL website](#).
4. Contact Alberta Blue Cross for advice as required.

AADL:

1. Review client's concerns via formal complaint process.
2. Refer client to a multidisciplinary team for assessment if available.
3. Recommend change of Specialty Assessor/Supplier if appropriate.

Policy SE - 06

Shoe Elevation Supplier Qualifications

Policy Statement

The provider of shoe elevations must be:

1. One of the following:
 - a. Custom-Made Footwear Specialist;
 - b. Certified Orthotist;
 - c. Certified Pedorthic Technician; or
 - d. Certified Pedorthist.
2. A member in good standing with either the Pedorthic Association of Canada or the Canadian Board for Certification of Orthotists and Prosthetists.
3. Employed by a facility with an agreement with AADL and Alberta Blue Cross to provide shoe elevation benefit item specific device(s)/service(s).

Procedure

Shoe Elevation Specialty Assessors/Suppliers:

1. Notify Alberta Blue Cross when changing employment location.

Alberta Blue Cross:

1. Update employment location information of eligible providers.

Policy SE - 07

Shoe Elevation Provider Roles and Responsibilities

Policy Statement

Custom made footwear Specialty Assessors/Suppliers assess and fit clients for shoe elevation benefit item specific device(s)/service(s).

Procedure

Shoe Elevation Specialty Assessors/Supplier:

1. Assess clients who have at least a 2 cm or 3/4 inches leg length discrepancy which is a permanent condition and the shoe elevation benefit item specific device(s)/service(s) is required to improve their gait, walking endurance and/or efficiency.
2. Ensure:
 - a. Clients meet the general and specific custom made footwear benefit eligibility criteria. If clients require bi-lateral shoe elevations then shoe elevation Specialty Assessors/Suppliers need to complete a Quantity and Frequency Review form and explain the clinical and functional rationale for bi-lateral shoe elevations.
 - b. Clients are ambulatory.
 - c. Clients sign all sections of the custom made footwear Validation Certificate form prior to provision of benefits.
 - d. Clients sign the Client Declaration form prior to provision of benefits.
3. Obtain and accept an appropriate generic physician prescription(s).
 - a. Only accept a generic physician prescription. The prescription must clearly state the client's required shoe elevation measurements and which leg(s) is/are affected. The prescription is valid for three months from the date on the prescription.
4. Provide clients with information and answers regarding AADL general and benefit-specific shoe elevation benefit eligibility criteria.
5. Contact the AADL Alberta Blue Cross with concerns, questions, prior approvals, and unusual requests. If eligibility is questionable, an authorization must not be done.
6. Complete the authorization on the Alberta Blue Cross OHP within 20 business days of the assessment.
7. Retain on file:
 - a. Authorizations;
 - b. Assessments;
 - c. Physician's Generic Prescription; and
 - d. Documentation, including provider signature, of all AADL client encounters.
8. Adhere to the AADL Specialty Assessor/Supplier Agreement, Alberta Blue Cross Health Provider Agreement and both the AADL general and specific shoe elevation benefit policies and procedures.
9. Honour manufacturer warranties.
10. Ensure one of the eligible providers listed in policy SE - 06 is directly 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; and
 - e. Client education.
11. Ensure one of the eligible providers listed in policy SE - 06 approves the end product of the shoe elevations.
 12. Use all reasonable efforts to supply the shoe elevation benefit item specific device(s)/service(s) at the lowest possible cost.
 13. Provide clients with a Patient Claim Statement indicating AADL's portion and the client's portion if applicable.
 14. Inform the client that he or she is responsible for all repairs to their shoe elevations.
 15. Provide advice to clients and appropriate follow up. Resolve promptly all errors relating to the provision of a client's benefits, e.g., duplication of benefits, client's eligibility status, assessment errors.

AADL:

1. Maintains and updates the Approved Shoe Elevation Provider List in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.
2. Provides support to Alberta Blue Cross as it pertains to the approved shoe elevation provider list, and associated shoe elevation provider roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy SE - 08

Client's Roles and Responsibilities

Policy Statement

Clients receiving shoe elevation benefit item specific device(s)/service(s) shall meet the current AADL custom made footwear eligibility criteria for the benefits they are receiving and must comply with AADL policies and procedures, and will acknowledge their roles and responsibilities.

Procedure

Clients:

1. Provide the shoe elevation Specialty Assessor/Supplier with a generic physician's prescription for shoe elevation benefit item specific device(s)/service(s) that includes the height discrepancy between each leg.
2. Are aware that it is their responsibility to repair and maintain their AADL-funded shoe elevation(s). Clients are eligible for two unilateral AADL-funded shoe elevations per every twelve months based on basic clinical and functional need. Replacement of AADL-funded shoe elevation(s) is based on basic need as determined by the Specialty Assessor/Supplier in conjunction with AADL general and benefit-specific shoe elevation eligibility criteria.
 - a. If clients require bi-lateral shoe elevations then shoe elevation Specialty Assessors/Suppliers need to complete a Quantity and Frequency Review form and explain the clinical and functional rationale for bi-lateral shoe elevations.
3. Are aware that AADL does not provide early replacement of lost, stolen or damaged shoe elevation(s).
4. Are aware that AADL will not assist with replacement of worn shoe elevation(s) unless no longer economically feasible or safe to repair, or when there is a significant change in associated clinical condition of their foot/feet. This requires a Quantity and Frequency Review (QFR) request.
5. Comply with Specialty Assessor/Supplier policies regarding abuse-free facility environments. Failure to comply may result in the Specialty Assessor/Supplier declining further services.

Policy SE - 09

Approved Shoe Elevation Provider List

Policy Statement

AADL will only provide funding to eligible clients who receive their shoe elevations from the “Approved List of Shoe Elevation Vendors.”

Procedure

Clients:

1. Select a Specialty Assessor/Supplier from the current shoe elevation Vendor list available on the AADL website or upon request.

AADL:

1. Maintains and updates the Approved Shoe Elevation Provider List in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.
2. Provides support to Alberta Blue Cross as it pertains to the approved shoe elevation provider list, and associated shoe elevation provider roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy SE - 10

Service Dates

Policy Statement

The service date used for submitting claims for shoe elevation benefit item specific device(s)/service(s) is the date the client actually receives the shoe elevation benefit item specific device(s)/service(s).

Procedure

Shoe Elevation Specialty Assessors/Suppliers:

1. Submit claim to Alberta Blue Cross following the provision of shoe elevation benefit item specific device(s)/service(s) to the client.

Policy SE - 11

Patient Claim Statement

Policy Statement

Shoe elevation benefit providers must provide every client with a Patient Claim Statement for each shoe elevation benefit item specific device(s)/service(s) invoiced to the AADL Program. The Patient Claim Statement must include the AADL contribution and cost-share portion of each benefit (when applicable).

Procedure

Provider:

1. Provide clients with a Patient Claim Statement for AADL benefits. The Patient Claim Statement must be printed from the Alberta Blue Cross Online Health Portal (OHP).
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 Patient Claim Statement on client's file.

Alberta Blue Cross:

1. Provide the provider with a Patient Claim Statement.