

Alberta Health

Alberta Aids to Daily Living Therapeutic Footwear Benefits

Policy & Procedures Manual

October 4, 2021

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Revision History

Description

Date

Updated throughout to reflect transition of benefit authorization and claims to Alberta Blue Cross.	October 4, 2021
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Policy FT - 01

Therapeutic Footwear Benefits Background

Policy Statement

Therapeutic footwear management for the neuropathic foot is intended as a long-term management technique for maintaining healed areas and preventing further ulceration. Appropriate prescription of therapeutic footwear is considered an important factor in this effort, particularly in the insensate foot.

The provider of therapeutic footwear benefit item specific device(s)/service(s) must hold qualifications stipulated under policy FT-11 and be employed by a facility that has an agreement with AADL to provide therapeutic footwear benefit item specific device(s)/service(s).

Clients must meet AADL general and benefits-specific eligibility criteria to qualify for AADL-funded therapeutic footwear benefit item specific device(s)/service(s).

AADL therapeutic footwear benefit item specific device(s)/service(s) that are available to eligible clients include:

- Pressure downloading orthoses;
- Commercially available therapeutic shoes;
- Total contact inserts; and
- Custom shoe modifications.

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

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

Policy FT - 02

Process for Obtaining Therapeutic Footwear Benefits

Policy Statement

Clients and therapeutic footwear providers must follow AADL general and benefit-specific policies and procedures for obtaining and providing therapeutic footwear benefit item specific device(s)/service(s).

Procedure

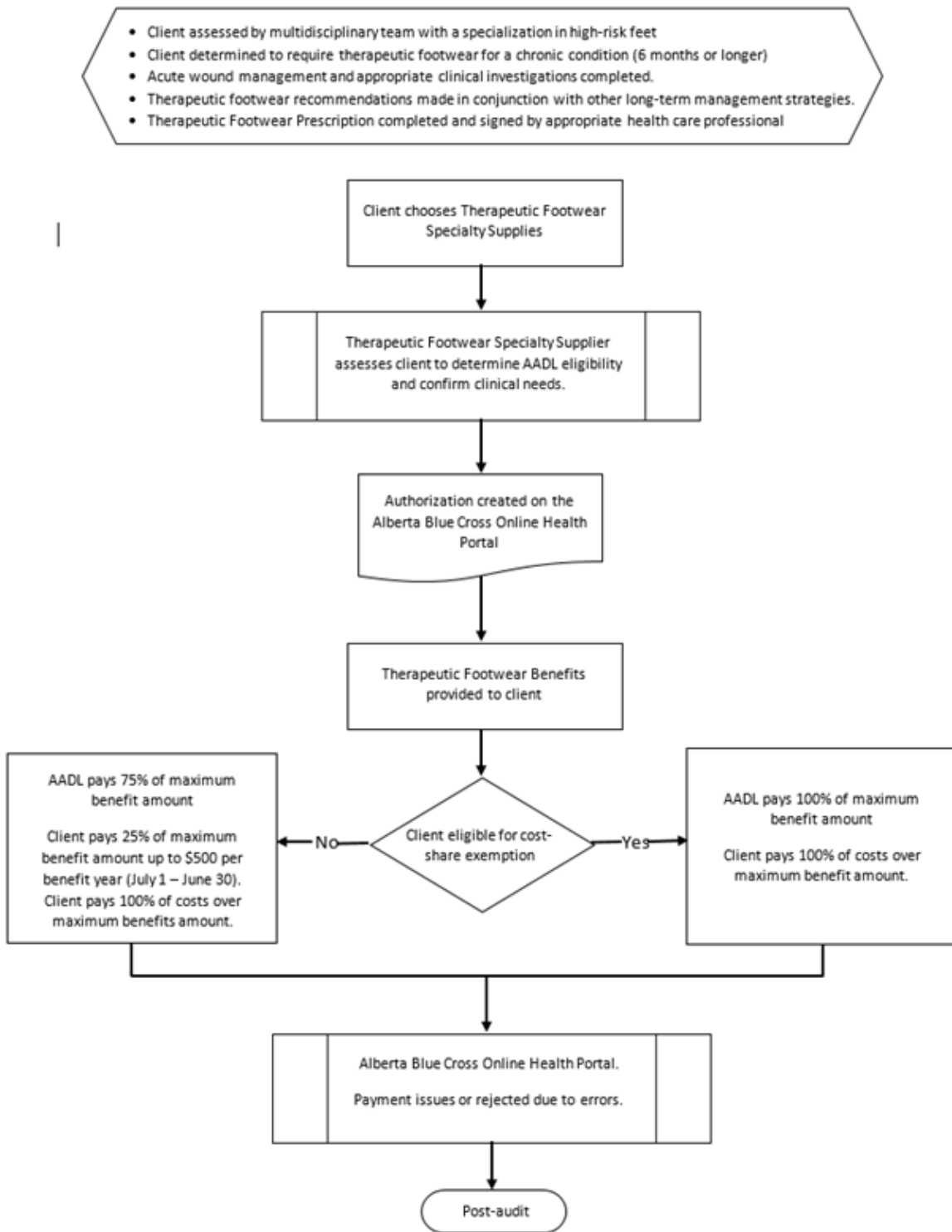
Clients:

1. Follow process for obtaining therapeutic footwear benefit item specific device(s)/service(s) as outlined on page 8 of this policy.

Therapeutic Footwear Specialty Assessors/Suppliers:

1. Follow process for obtaining therapeutic footwear benefit item specific device(s)/service(s) as outlined on page 8 of this policy.

Flowchart of Process for Obtaining Therapeutic Footwear Benefits



FT - 03

Eligibility Criteria for Therapeutic Footwear Benefits

Policy Statement

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

- Clients must be ambulatory.
- Client must present with one or more of the following:
 - a. Foot neuropathy determined by monofilament testing and detailed assessment demonstrated by a:
 - i. Carville Risk Category 1 or higher; or
 - ii. University of Texas Wound Classification System Grade 1 or higher.
 - b. Ischemia that has been demonstrated by:
 - i. Ankle brachial index (ABI) < 0.5 mm Hg; or
 - ii. Photoplethysmography (PPG) toe pressure < 40 mm Hg.
 - c. If the ABI and/or PPG testing is deemed to be clinically unreliable for demonstrating ischemia, eligibility may be determined by the presence of two or more of the following foot-specific signs and/or 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; or
 - vii. Cyanosis.
 - d. History of a lower extremity ulcer;
 - e. Healed ischemic foot ulcer;
 - f. Bony deformity of the foot/feet resulting in toe pressure and a history of pedal ulcers;
 - g. Chronic, non-healing ulcer(s) of the foot/feet with no or limited potential for healing; or
 - 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.

AADL does **not** provide therapeutic footwear benefits for:

- Non-ambulatory clients.
- Clients that do not comply with all the clinical recommendations from the multidisciplinary high-risk foot team.

AADL does **not** provide therapeutic footwear funding for:

- Foot orthotics;
- Over-shoes;
- Winter boots;

- Therapeutic shoes that do not accommodate or meet the requirements of extra width, extra depth and/or extra depth and width of the toe box; and
- Therapeutic footwear benefit item specific device(s)/service(s) in absence of a Therapeutic Footwear Prescription as described in Policy FT-05.

Procedure

Clients:

Follow the procedure(s) and process for obtaining therapeutic footwear benefit item specific device(s)/service(s) as outlined on page 8 of this policy.

1. Obtain a Therapeutic Footwear Prescription as described in Policy FT-05.
2. Select a Specialty Assessor/Supplier of therapeutic footwear benefit item specific device(s)/service(s) from the AADL approved vendor list, available on the [AADL website](#).
3. Provide prescription to and be assessed by an AADL therapeutic footwear Specialty Assessor/Supplier
4. Sign the "Client Declaration" form.
5. Must seek alternative funding for the therapeutic footwear benefit item specific device(s)/service(s) if ineligible.

Therapeutic Footwear Specialty Assessors/Suppliers:

Follow the procedure(s) and process for obtaining therapeutic footwear benefit item specific device(s)/service(s) as outlined on page 8 of this policy.

1. Determine if client meets AADL eligibility requirements, and verify client cost share status and benefit consumption.
 - a. Submit a Quantity and Frequency Review (QFR) request on the Alberta Blue Cross Online Health Portal (OHP) if benefit early replacement is required.
2. 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).
 - a. Do not accept prescriptions that are not current (i.e., greater than three months old) and that do not conform to prescription requirements stipulated under Policy FT-05.
3. Document any patient encounter, which includes initial assessment, dispensing of benefits, and follow-up with clients.
4. Complete authorization on the Alberta Blue Cross OHP and upload the client declaration form and any other required documentation.

Alberta Blue Cross:

1. Respond to telephone or email requests for information on benefit eligibility and provides reference to the [AADL website](#).
2. Adjudicate and audit authorizations submitted through the Alberta Blue Cross OHP for completeness and accuracy

Policy FT – 04

Multidisciplinary High-Risk Foot Team

Policy Statement

Clients who are eligible to receive AADL-funded therapeutic footwear benefit item specific device(s)/service(s) must be assessed and treated by a multidisciplinary team with a specialization in high-risk feet. The team may include a:

- Client;
- Family member;
- Occupational Therapist;
- Physical Therapist;
- Registered Nurse and/or Enterostomal Therapy Registered Nurse;
- Physician;
- Social Worker;
- Custom-Made Footwear Specialist;
- Certified Orthotist;
- Certified Pedorthist;
- Certified Pedorthic Technician; or
- Other qualified health professionals as required.

Procedure

Multidisciplinary High-Risk Foot Teams:

1. Perform the initial assessment and subsequent annual reassessments including follow up, and record the required clinical data. In accordance with in Policy FT- 03, and prior to prescription of AADL-funded therapeutic footwear benefit item specific device(s)/service(s), conduct annual:
 - a. Ankle brachial index (ABI) testing; and/or
 - b. Photoplethysmography (PPG) toe pressure testing.
2. Prior to prescription of AADL-funded therapeutic footwear benefit item specific device(s)/service(s), investigate and apply appropriate clinical intervention(s) to:
 - a. Reduce edema;
 - b. Ensure ulcers are closed, except in the case of a documented chronic non-healing ulcer.
3. Collaborate with the therapeutic footwear Specialty Assessor(s)/Supplier(s) to ensure the client achieves the best clinical outcome via receipt of the correct AADL-funded therapeutic footwear benefit item specific device(s)/service(s), which may include:
 - a. Pressure downloading orthoses;
 - b. Commercially available therapeutic shoes;
 - c. Total contact inserts; and

- d. Custom shoe modifications.
4. Retain a copy of the AADL Therapeutic Footwear Prescription for AADL-funded therapeutic footwear benefit item specific device(s)/service(s) on the client's file.

Policy FT – 05

Therapeutic Footwear Prescription

Policy Statement

1. The AADL Therapeutic Footwear Prescription is a template used to capture clinical/diagnostic eligibility criteria for AADL-funded therapeutic footwear benefit item specific device(s)/service(s) and to provide an associated therapeutic footwear recommendation. The Specialty Assessor(s)/Supplier(s) must confirm client eligibility for AADL-funded therapeutic footwear benefit item specific device(s)/service(s) using the AADL Therapeutic Footwear Prescription, and provide the benefits listed on the AADL Therapeutic Footwear Prescription.
2. An AADL Therapeutic Footwear Prescription must only be completed and signed by a member of a multi-disciplinary high-risk foot team, as follows:
 - a. 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.
 - b. 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.
 - c. A health care professional who is listed on the AADL Therapeutic Footwear Prescriber List:
 - i. An Occupational Therapist in good standing with the Alberta College of Occupational Therapists.
 - ii. A Physical Therapist in good standing with Physiotherapy Alberta – College + Association.
 - iii. 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 the:
 - a. Client's diagnosis; and
 - b. Results of completed diagnostic testing.
3. Type of AADL-funded therapeutic footwear benefit item specific device(s)/service(s) that are required type of therapeutic footwear required which may include:
 - a. Pressure downloading orthoses;
 - b. Commercially available therapeutic shoes;
 - c. Total contact inserts;
 - d. Custom shoe modifications; or
 - e. Any other information regarding the foot problem(s) and/or specific instructions as required.
4. Provide the original, signed AADL Therapeutic Footwear Prescription to the client or directly to the client's preferred Specialty Assessor(s)/Supplier(s).
5. Retain a copy of the AADL Therapeutic Footwear Prescription in the client's file.
 - a. Must approve any requests for alterations to the clinical data that is captured on the AADL Therapeutic Footwear Prescription.

Clients:

1. Participate in the assessment process.
2. Provide Specialty Assessor(s)/Suppliers(s) with the original AADL Therapeutic Footwear Prescription.
3. Must adhere to the AADL Therapeutic Footwear Prescription, and thus acknowledge that changes to the manufacturer, make or model of therapeutic shoes are not permitted.

Therapeutic Footwear Specialty Assessor(s)/Supplier(s):

1. Receive an AADL Therapeutic Footwear Prescription from client or directly from Therapeutic Footwear Prescriber, and ensure that the:
 - a. AADL Therapeutic Footwear Prescription is fully completed and signed by an AADL a Therapeutic Footwear Prescriber as listed hereinabove, by way of confirming:
 - i. Physicians via College of Physicians & Surgeons of Alberta;
 - ii. Nurse Practitioners via College and Association of Registered Nurses of Alberta; or
 - iii. Occupational Therapists, Physical Therapist and Registered Nurses via AADL Therapeutic Footwear Prescriber List.
 - b. Client meets the general and specific therapeutic footwear benefit eligibility criteria.
2. Retain the original prescription in the client's file.
3. Provide a copy of prescription to the client if requested.

Policy FT - 06

Choice of Therapeutic Footwear Provider

Policy Statement

- Clients have a choice of therapeutic footwear provider.
- Clients must use only one therapeutic footwear provider at a time.

Procedure

Clients:

1. Select an AADL therapeutic footwear benefit Specialty Assessor/Supplier from the AADL approved therapeutic footwear benefit Vendor list.

AADL:

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

Policy FT – 07

Changing Therapeutic Footwear Providers

Policy Statement

- Clients have a choice of therapeutic footwear Specialty Assessor/Supplier.
- Clients must use only one therapeutic footwear Specialty Assessor/Supplier at a time.
- Clients must not switch custom-made footwear Specialty Assessor/Supplier during the fabrication process of custom-made footwear, unless prior approval is given by AADL.

Procedure

Clients:

1. Responsible for giving current AADL Specialty Assessor/Supplier the opportunity to provide therapeutic footwear benefit item specific device(s)/service(s) that meet their basic clinically assessment needs.
2. Contact the AADL Program Manager regarding concerns on service or device.
3. Submit a formal “AADL Complaint” if applicable, available on the [AADL website](#).

Therapeutic Footwear Specialty Assessors/Suppliers:

1. Check Alberta Blue Cross OHP to verify if a client has an active authorization for AADL-funded therapeutic footwear or other competing benefits.
 - a. If no, may commence pertinent clinical and AADL eligibility assessment(s).
 - b. If yes, contact Alberta Blue Cross to identify the current therapeutic footwear Specialty Assessor/Supplier. Following discussion with the client, either:
 - i. Refer client back to original service Specialty Assessor/Supplier for ongoing service and follow up with therapeutic footwear 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 therapeutic footwear Specialty Assessor/Supplier. 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” if applicable, available on the [AADL website](#).
4. Contact Alberta Blue Cross for advice as required.

AADL:

1. Reviews client’s concerns via formal complaint process.
2. Refers client to a multidisciplinary team for assessment if available.
3. Recommends change of Specialty Assessor/Supplier if appropriate.
4. Takes a credit on therapeutic footwear that has been determined not to be appropriate for the client.

Policy FT – 08

Therapeutic Footwear Benefits Quantity and Frequency Limits

Policy Statement

Clients are eligible to receive therapeutic footwear benefit item specific device(s)/service(s) per the benefit-specific quantity and frequency limits listed on the AADL therapeutic footwear benefit item specific device(s)/service(s) APL.

Based on clinical need as determined by the multidisciplinary high-risk foot team, clients are eligible for the following AADL therapeutic footwear benefit item specific device(s)/service(s) every:

- Twelve months:
 - a. One pair of therapeutic shoes
 - b. One pair of total contact inserts and custom modifications
- Two years:
 - a. One pressure-downloading orthosis, and only if the pressure-downloading orthosis must be required for six months or longer.
 - b. After the provision of an AADL-funded pressure-downloading orthosis, clients are not eligible for AADL funded:
 - i. AFO/KAFO benefits, or
 - ii. Modifications/repairs to these devices for six months.

The AADL Program does not replace lost, stolen, or broken/damaged benefits. It is the client's financial responsibility to cover the cost of replacements in these instances.

AADL providers of custom-made footwear benefit item specific device(s)/service(s) must submit a QFR for benefits that are over the quantity and frequency limit. A QFR authorization is submitted through the Alberta Blue Cross Online Health Portal (OHP).

Procedure

Clients:

1. Follow the QFR process as outlined in the general AADL Program Manual for situations of significant and stabilized change in condition.
2. Pursue alternate funding sources prior to requesting additional funding via AADL or if the QFR process and/or criteria precludes the request from consideration for AADL funding.
3. Are responsible for the cost of the benefit if the QFR is denied.

Therapeutic Footwear Specialty Assessor(s)/Supplier(s):

1. Check previous consumption of benefits via the Alberta Blue Cross Online Health Portal (OHP).
2. Advise clients of quantity and frequency limits.
3. Explain QFR policy and procedure to clients.
 - a. The preceding service date and associated quantity and frequency limits for the therapeutic footwear benefit

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item specific device(s)/service(s) determines the next eligibility date for AADL-funded therapeutic footwear benefit item specific device(s)/service(s).

4. If the client has previously received a specific benefit and if there is a clinically justifiable reason to seek replacement of a benefit, the specialty assessor must:
 - a. Confirm request is not for duplicate benefits;
 - b. Confirm if replacement is not possible under warranty; and
 - c. Confirm alternate funding has been explored and/or exhausted.
5. If there is no alternate funding available, enter QFR authorization request on the Alberta Blue Cross OHP including the following documents:
 - a. QFR Request Form;
 - b. Client declaration; and
 - c. Other eligibility-specific and required supporting documentation.

Alberta Blue Cross:

1. Receives and logs QFR requests.
2. Forwards QFR requests to AADL for adjudication.
3. Updates QFR status on the Alberta Blue Cross OHP, which can be viewed by the provider on the provider portal.
4. Provides notification of QFR decisions to the client and authorizer.

AADL:

1. Receives QFRs and supporting documentation from Alberta Blue Cross.
2. Adjudicates QFRs and provides decision(s) to Alberta Blue Cross.

Policy FT – 09

Therapeutic Footwear Provider Qualifications

Policy Statement

1. The provider of therapeutic footwear benefit item specific device(s)/service(s) must be one of the following:
 - a. Certified Pedorthic Master Craftsman in good standing with the College of Pedorthics of Canada;
 - b. Certified Pedorthist in good standing with the College of Pedorthics of Canada; or
 - c. 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 a Specialty Assessor/Supplier agreement with AADL and Alberta Blue Cross to provide custom-made footwear benefit item specific device(s)/service(s).

Procedure

Therapeutic Footwear Specialty Assessors/Suppliers:

1. Notify Alberta Blue Cross when changing employment location.

Alberta Blue Cross

1. Updates employment location information of eligible providers.

Policy FT – 10

Therapeutic Footwear Provider Roles and Responsibilities

Policy Statement

Therapeutic footwear Specialty Assessors/Suppliers are responsible for providing benefits and services to clients in accordance with AADL policies and procedures.

General roles and responsibilities of an AADL Therapeutic footwear Specialty Assessors/Suppliers include:

- a. Assessing clients for AADL therapeutic footwear benefit item specific device(s)/service(s);
- b. Determining eligibility to receive AADL therapeutic footwear benefit item specific device(s)/service(s);
- c. Providing education to clients regarding the AADL program and AADL therapeutic footwear benefit item specific device(s)/service(s);
- d. Collaborating with the therapeutic footwear prescriber and multidisciplinary high-risk foot team;
- e. Providing eligible clients with AADL therapeutic footwear benefit item specific device(s)/service(s);
- f. Providing clients with follow up concerning AADL therapeutic footwear benefit item specific device(s)/service(s); and
- g. Submitting authorizations and claims for AADL therapeutic footwear benefit item specific device(s)/service(s) on the Alberta Blue Cross Online Health Portal (OHP).
- h. Adhere to the AADL Specialty Assessor/Supplier Agreement, Alberta Blue Cross Health Provider Agreement and both the AADL general and specific therapeutic footwear benefit policies and procedures.

Procedure

Therapeutic Footwear Specialty Assessors/Suppliers:

1. Conduct assessment which includes:
 - a. Determining the client eligibility and cost-share status through:
 - i. History of provision of benefits;
 - ii. The cost-share status of clients; and
 - iii. Obtaining from clients the original AADL therapeutic footwear prescription for therapeutic footwear benefit item specific device(s)/service(s).
 - b. In accordance with the original AADL therapeutic footwear prescription for therapeutic footwear benefit item specific device(s)/service(s), recommending the most appropriate AADL therapeutic footwear prescription for therapeutic footwear benefit item specific device(s)/service(s) that will meet the client's needs;
 - c. Explaining cost-sharing and cost-share exemption policies to clients;
 - d. Explaining to clients the quantity and frequency limit related to benefits;
 - e. Discussing client's expectations regarding function outcomes of the therapeutic footwear benefit item specific device(s)/service(s); and
 - f. Obtaining client's signature on the Client Declaration prior to provision of therapeutic footwear benefit item specific device(s)/service(s).
2. Provide therapeutic footwear benefit item specific device(s)/service(s):

- a. Ensure trained staff is accessible and available to clients;
- b. Provide approved AADL therapeutic footwear benefit item specific device(s)/service(s) only as per the current AADL Approved Products List;
- c. Advise client of their role and responsibilities concerning AADL therapeutic footwear benefit item specific device(s)/service(s);
- d. Provide appropriate advice and follow-up activity that will ensure AADL therapeutic footwear benefit item specific device(s)/service(s) serve the purpose for which they were provided;
- e. Educate clients regarding proper wear and care of their therapeutic footwear, including therapeutic shoes, total contact inserts and/or custom modifications;
- f. Honour manufacturer warranties;
- g. Ensure defective AADL therapeutic footwear benefit item specific device(s)/service(s) are replaced at no cost to the client or AADL;
- h. 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);
- i. Resolve Specialty Assessor/Supplier errors at no cost to the client or AADL;
- j. Ensure replacement AADL therapeutic footwear benefit item specific device(s)/service(s) are only provided when the current AADL therapeutic footwear benefit item specific device(s)/service(s) no longer meets the client's needs and/or are not cost effective to repair;
- k. Obtain prior approval for AADL therapeutic footwear benefit item specific device(s)/service(s) from Alberta Blue Cross as necessary; and
- l. Provide a Patient Claim Statement to the client for all AADL therapeutic footwear benefit item specific device(s)/service(s) provided and invoiced to Alberta Blue Cross.

AADL:

1. Maintains and updates the Approved Therapeutic Footwear 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 Therapeutic Footwear Provider List, and associated therapeutic footwear provider roles and responsibilities, in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy FT – 11

Therapeutic Footwear Prescriber Roles and Responsibilities

Policy Statement

The therapeutic footwear prescriber will provide guidance and information to clients to ensure they meet AADL 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 - 05.
2. Ensures appropriate follow up concerning AADL therapeutic footwear prescription.
3. Submits required clinical competency documentation to AADL to be listed on the therapeutic footwear prescriber list.
4. Alerts AADL of a change of facility or if no longer working as part of a specialized high-risk foot team.

AADL:

1. Maintains and updates the approved therapeutic footwear prescriber 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 therapeutic footwear prescriber list, and associated therapeutic footwear prescriber roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy FT – 12

Therapeutic Footwear Client Roles and Responsibilities

Policy Statement

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

Clients who receive therapeutic footwear benefit item specific device(s)/service(s) 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 with the multidisciplinary high-risk foot team.
2. Follow the multidisciplinary high-risk foot team's directions on:
 - a. Foot-care routine;
 - b. Diet management; and
 - c. 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 benefit item specific device(s)/service(s) as described in Policy FT-04 and FT-05.
2. Select Therapeutic Specialty Assessor/Supplier from the AADL therapeutic footwear Vendor List.
3. Provide the therapeutic footwear Specialty Assessor/Supplier with the original AADL therapeutic footwear prescription for therapeutic footwear benefit item specific device(s)/service(s).
4. Sign AADL client declaration form.
5. Adhere to AADL client roles and responsibilities as stipulated in both the AADL general and specific therapeutic footwear benefit policies and procedures manuals.
6. Are aware that therapeutic footwear benefit item specific device(s)/service(s) provided by AADL is to serve basic needs, and specifically for "function" albeit not for "cosmetics."
7. Are aware that it is their responsibility to repair and maintain their AADL-funded therapeutic footwear, including therapeutic shoes, total contact inserts and/or custom modifications. Replacement of AADL-funded therapeutic footwear including therapeutic shoes, total contact inserts and/or custom modifications is based on basic need as determined by the Specialty Assessor/Supplier in conjunction with AADL general and benefit-specific therapeutic footwear eligibility criteria.
8. Are aware that AADL does not provide early replacement of lost, stolen or damaged therapeutic footwear, including therapeutic shoes, total contact inserts and/or custom modifications.
9. Are aware that AADL will not assist with replacement of worn therapeutic footwear including therapeutic shoes, total contact inserts and/or custom modifications 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.

10. 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 FT – 13

Approved Therapeutic Footwear Provider List

Policy Statement

AADL will only provide funding to eligible clients who receive their therapeutic footwear benefits from the “Approved List of Custom-made Footwear Vendors.”

Procedure

Clients:

1. Select a Specialty Assessor/Supplier from the current AADL therapeutic footwear Vendor list available on the [AADL website](#) or upon request.

Alberta Blue Cross:

1. Updates provider information based on direction from AADL.

AADL:

1. Maintains and updates the Approved Therapeutic Footwear 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 therapeutic footwear provider list, and associated therapeutic footwear provider roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy FT – 14

Service Dates

Policy Statement

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

Procedure

Therapeutic Footwear Specialty Assessors/Suppliers:

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

Policy FT – 15

Patient Claim Statement

Policy Statement

Therapeutic footwear benefit providers must provide every client with a Patient Claim Statement for each therapeutic footwear 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

Therapeutic Footwear Specialty Assessors/Suppliers:

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 file.

Alberta Blue Cross:

1. Provide the provider with a Patient Claim Statement.