



Diabetic Shoes & Inserts FAQ's

Can I still get shoes and/or inserts if I don't have the required Medicare documentation?

As a Medicare beneficiary, you always have the option to either use your Medicare benefits or simply pay cash for your shoes and/or inserts. However, if you want us to bill Medicare and the required paperwork is not obtained, you will be financially responsible. A signed *Advance Beneficiary Notice* of non-coverage (ABN) will be necessary, indicating you understand your financial obligation. Please keep in mind that Medicare services are based on medical necessity, so even if it's been over one year since your last service, there must be a reason to replace your shoes and/or inserts, otherwise you may be financially responsible.

When will you schedule my evaluation and what happens next?

Once we have the completed Medicare paperwork packet we will schedule your evaluation with one of our qualified clinicians. On the day of your appointment, our clinician will review the physician's order and perform a comprehensive evaluation. They will measure your feet for the correct shoe size, and evaluate the need for custom or non-custom inserts. They will also determine the most medically appropriate style of shoe, which must meet Medicare's diabetic shoe guidelines. Your shoes and inserts will then be ordered.

How long will it take before I receive my shoes and/or inserts?

You will leave your initial evaluation with a delivery appointment approximately three weeks later. If there are any delays in your order we will notify you prior to your appointment.

Can I just pick up my shoes and/or inserts or have them shipped to me?

No, you must have an appointment. Medicare requires that a qualified clinician certify the shoes and/or inserts fit well and are appropriate for your condition each time you receive them.

What happens if they don't fit or are uncomfortable?

Our staff will do everything to ensure proper fit and function before you leave the clinic with your new shoes and/or inserts. We also understand that some issues may arise after you get home. Be sure to discuss follow-up care with your clinician. In most cases you will have a follow-up appointment. In addition, there is a ninety-day warranty period

that covers manufacturer's defects. However, if the shoes and inserts are clinically appropriate at the time of delivery and you wish to return them for any other reason, you may be financially responsible. Each return is handled on a case-by-case basis, so be sure to discuss this with our staff.