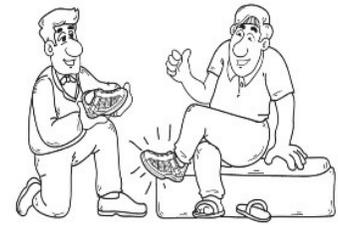




Patient FAQ For: Diabetic Shoes and Inserts



Frequently Asked Questions:

Q. Are my shoes and inserts free?

A. Not always. If you meet the Medicare requirements then Medicare will typically cover around 80% of the cost. You and/or your supplemental insurance would be responsible for the remainder.

Q. Will my shoes be ugly?

A. Great Steps has access to a variety of shoes that will hopefully meet your expectations. These include several name brand shoe companies. There are also shoes available that Medicare considers to be upgraded shoes which you may order but there would be an up-charge that insurance would not pay for. Almost all recipients find a standard shoe to meet their desires.

Q. If I gave you permission to order the shoes and inserts and then I change my mind will I owe any money?

A. If the manufacturing of the custom inserts have begun then you and your insurance company will be liable for portion of the manufacturing (salvage claim) that has been completed. Medicare guidelines determine that cost.

Q. Do I have to be a diabetic to get the shoes and inserts?

A. Yes, you must meet specific Medicare guidelines. You must be seeing a medical doctor (MD) who is actively treating your diabetes. This would be the same person who monitors your diabetes and prescribes your insulin or your diabetes medication. Additionally, your feet must be at a medical risk from your diabetes. The specific risks will need to be included in your doctor's medical record.

Q. I see a podiatrist for my feet. Can they order my shoes and inserts?

A. Medicare requires a physician foot exam which can be done by a podiatrist. The podiatrist can prescribe the shoes and inserts BUT YOU STILL NEED to be under the treatment by a doctor for your medication and diabetic management.

Q. If I haven't been to my diabetic doctor since last year can I get my shoes and inserts?

A. You must have seen your diabetic doctor within 6 months prior to you receiving your shoes and inserts if Medicare is going to authorize your devices.

Q. How long will it take to get my shoes and inserts?

A. You will be scheduled for your initial shoe and insert evaluation once Great Steps has obtained the qualifying paperwork for Medicare. It will typically be 2-4 weeks after your initial evaluation with a Great Steps clinician before your shoes and inserts will be ready for you. The time frame may vary if the shoes are back ordered or if certain Medicare documents are still pending.

Q. Do I get new shoes and inserts every year?

A. The shoes and inserts must be wearing out for Medicare to allow you to receive new products. A Great Steps clinician will look at your old shoes and inserts to determine if you are eligible for new products.

Q. I am still confused about the Medicare Diabetic Shoe Program. What should I do?

A. Great Steps has dedicated office staff that manage the Diabetic Program. Please call **320-229-1742** with any questions that you may have.