



# Shoe elevation benefits

Alberta Aids to Daily Living  
Program Manual Section SE

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## **Policy SE – 01**

### **Shoe Elevation Benefits Background**

#### **Policy Statement**

Alberta Aids to Daily Living (AADL) provides shoe elevation benefits to eligible clients who are ambulatory and have a chronic leg discrepancy of at least 2 cm. AADL-funded shoe elevation benefits 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.

Clients must meet AADL general and benefit-specific shoe elevation clinical eligibility criteria in order to qualify for AADL-funded shoe elevation benefits. Clinical eligibility criteria for AADL-funded shoe elevation benefits are reviewed and updated as necessary to reflect current best practice standards.

AADL-funded shoe elevations must be prescribed by a physician who is a member in good standing of the College of Physicians & Surgeons of Alberta. 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.

AADL-funded shoe elevation benefit providers must hold qualifications stipulated under Policy SE – 06 Client's Roles and Responsibilities and be employed by a facility that has an agreement with AADL to provide shoe elevation benefits.

The maximum funding amounts for shoe elevation benefits is listed in Alberta Aids to Daily Living Approved Product List SE – Shoe Elevations Benefits.

Authorizations and claims for shoe elevation benefits must be entered on the Alberta Blue Cross online health portal.

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## Policy SE – 02

### Eligibility Criteria

#### Policy Statement

Clients must meet the general and benefit-specific eligibility criteria from the AADL policy and procedure manuals, 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 the diagnosis and leg length discrepancy measurement

AADL does not fund shoe elevation benefits 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:

- Obtain a prescription from a physician indicating clinical diagnosis and associated need for a shoe elevation(s).
- Select a shoe elevation benefits specialty assessor/supplier of from the AADL Shoe Elevation Suppliers Approved Vendor List available at: <https://www.alberta.ca/assets/documents/aadl/aadl-vendors-footwear-elevations.pdf>
- Provide prescription to and be assessed by an AADL shoe elevation specialty assessor/supplier.
- Sign the Client Consent form.
- Seek alternative funding for shoe elevation(s) if ineligible.

##### Shoe Elevation Specialty Assessors/Suppliers:

- Determine if client meets AADL eligibility requirements, and verify client cost-share status and benefit consumption.
  - obtain physician's prescription from client; do not accept prescriptions greater than three months old or with vendor advertising
  - submit a quantity and frequency review request on the Alberta Blue Cross online health portal if benefit early replacement is required due to significant and stabilized change in client's medical condition or if current benefits no longer meet the client's needs
  - may suggest other footwear options where clients are deemed ineligible for AADL-funded shoe elevation benefits
- Maintain accurate, up-to-date client files with clinical notes and required AADL and Alberta Blue Cross documentation including client prescription(s), original signed Client Consent form and patient claim statement(s).
- Document any patient encounter, which includes initial assessment, dispensing of benefits, and follow up with clients.
- Complete authorization on the Alberta Blue Cross online health portal and upload the Client Consent form and any other required documentation.

##### Alberta Blue Cross:

- Responds to telephone or email requests for information on shoe elevation benefit eligibility and refers inquiries to AADL if necessary.
- Receives authorization and ensures clients meet eligibility requirements.

## Policy SE – 03

### Providing Shoe Elevation Benefits

#### Policy Statement

AADL provides funding for shoe elevations greater than 2 cm (3/4 inches) to improve a client's gait, walking endurance and/or efficiency and to address leg length discrepancy.

Eligible clients may receive AADL funding for two shoe elevations every 12 months based on basic clinical and functional need. AADL provides funding for several elevation options:

- shoe elevations of 2.0 – 2.5 cm (3/4" – 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 more than 10.2 cm (more than 4")

If clients require bi-lateral shoe elevations, then shoe elevation specialty assessors/suppliers need to complete a quantity and frequency review request explain the clinical and functional rationale for bi-lateral shoe elevations and submit it via the Alberta Blue Cross online health portal.

AADL does not replace equipment that has been lost, stolen, misused or damaged.

#### Procedure

##### Shoe Elevation Specialty Assessors/Suppliers

- 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 benefits is required to improve their gait, walking endurance and/or efficiency.
- Ensure:
  - 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 request and explain the clinical and functional rationale for bi-lateral shoe elevations
  - clients are ambulatory
  - clients sign all sections of the validation certificate prior to provision of benefits
  - clients sign the Client Consent form prior to provision of benefits
- Obtain and accept an appropriate generic physician prescription(s).
  - 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.
- Provide clients with information and answers regarding AADL general and benefit-specific shoe elevation benefit eligibility criteria.
- Contact the AADL Alberta Blue Cross with concerns, questions, prior approvals, and unusual requests. If eligibility is questionable, an authorization must not be done.
- Complete the authorization on the Alberta Blue Cross online health portal within 20 business days of the assessment.
- Retain on file:
  - authorizations
  - assessments
  - physician's generic prescription
  - documentation, including provider signature, of all AADL client encounters
- 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.

- Honour manufacturer warranties.
- Ensure one of the eligible providers listed in policy SE – 06 Client's Roles and Responsibilities is directly involved in the manufacturing shoe elevation process that includes:
  - production planning
  - stripping the sole and creating build-up
  - adjustments
  - after care and remakes
  - client education
- Ensure one of the eligible providers listed in policy SE – 06 Client's Roles and Responsibilities approves the end product of the shoe elevations.
  - The service date used for submitting claims for shoe elevation benefits is the date the client actually receives the shoe elevation benefits.
- Use all reasonable efforts to supply the shoe elevation benefits at the lowest possible cost.
- Provide clients with a patient claim statement indicating AADL's portion and the client's portion if applicable.
- Inform the client that they responsible for all repairs to their shoe elevations.
- Provide advice to clients and appropriate followup. Resolve promptly all errors relating to the provision of a client's benefits, e.g., duplication of benefits, client's eligibility status or assessment errors.

### **AADL**

- Maintains and updates the Approved Shoe Elevation Provider List in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.
- 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.

### **Alberta Blue Cross:**

- Adjudicates claims.
- Audits charges on claims for equipment submitted by vendors and pays claims.

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## Policy SE – 04

### Choice of Shoe Elevation Specialty Supplier

#### 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.

AADL will only provide funding to eligible clients who receive their shoe elevations from a provider listed on the Shoe Elevation Providers Approved Vendor List.

#### Procedure

##### Clients:

- Select an AADL shoe elevation benefit specialty assessor/supplier from the AADL Shoe Elevation Providers Approved Vendor List.
- Pursue alternate funding sources prior to requesting additional benefits from AADL or if request falls outside the quantity and frequency review process.
- Responsible for giving current AADL providers the opportunity to provide shoe elevation benefits that meet their basic clinically-assessed needs.
- Contact the AADL Program Manager regarding concerns about service or device.
- If necessary, submit a formal complaint using the AADL Complaint form, available on the AADL website.

##### Shoe Elevation specialty assessors/Suppliers:

- Check Alberta Blue Cross online health portal to verify if a client has an active authorization for AADL-funded shoe elevation(s) or other competing benefits.
  - if no, may commence pertinent clinical and AADL eligibility assessment(s)
  - if yes, contact Alberta Blue Cross so to identify the current shoe elevation specialty assessor/supplier. Following discussion with the client, either:
    - refer client back to original service provider for ongoing service and follow-up with shoe elevation benefits
    - 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
    - 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
- Do not submit a quantity and frequency review request to switch specialty assessor/supplier.
- If necessary, advise the client to submit a formal complaint using the AADL Complaint form, available on the AADL website.
- Contact Alberta Blue Cross for advice as required.

##### AADL:

- Maintain a list of AADL-approved shoe elevation footwear benefit suppliers that clients may access for shoe elevation benefit information and services.
- Review client's concerns via formal complaint process.
- Refer client to a multidisciplinary team for assessment, if necessary.
- Recommend change of specialty assessor/supplier, if appropriate.



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## **Policy SE – 05**

### **Shoe Elevation Supplier Qualifications**

#### **Policy Statement**

Shoe elevation providers must be:

- a custom-made footwear specialist
- a certified orthotist
- a certified pedorthic technician
- a certified pedorthist
- a member in good standing with either the Pedorthic Association of Canada or the Canadian Board for Certification of Orthotists and Prosthetists
- employed by a facility with an agreement with AADL and Alberta Blue Cross to provide shoe elevation benefits

#### **Procedure**

##### **Shoe Elevation Specialty Assessors/Suppliers:**

- Notify Alberta Blue Cross when changing employment location.

##### **Alberta Blue Cross:**

- Update employment location information of eligible providers.

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## Policy SE – 06

### Client's 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, must comply with AADL policies and procedures and will acknowledge their roles and responsibilities.

#### Procedure

##### Clients:

- Provide the shoe elevation specialty assessor/supplier with a generic physician's prescription for shoe elevation benefits that includes the height discrepancy between each leg.
- 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 12 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.
  - If clients require bi-lateral shoe elevations then shoe elevation specialty assessors/suppliers need to submit a quantity and frequency review request via the Alberta Blue Cross online health portal and explain the clinical and functional rationale for bi-lateral shoe elevations.
- Are aware that AADL does not provide early replacement of lost, stolen or damaged shoe elevation(s).
- 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 request.
- Comply with specialty assessor/supplier policies regarding abuse-free facility environments. Failure to comply may result in the specialty assessor/supplier declining further services.

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## Policy SE – 07

### Patient Claim Statement

#### Policy Statement

Shoe elevation providers must provide every client with a patient claim statement for each benefit invoiced to the AADL program. The statement can be printed from the Alberta Blue Cross online health portal, and must include general information such as statement details, Alberta Blue Cross contact information and client data.

The patient claim statement is comprised of three sections: statement information, claim summary and claim details.

The claim summary displays the overall breakdown of how much each client is responsible for against the total claimed amount for all claims submitted:

- Total amount claimed – The sum of claimed amounts for all claims submitted.
- AADL will pay – The total amount that AADL will cover for all claims submitted.
- Client will pay – The total amount the client is responsible to pay for all claims submitted. This amount is the sum of any cost-share amount the client owes and upgrade charges that are not covered by AADL.

Clients must be provided with a copy of their patient claim statement.

#### Procedure

##### Shoe Elevation Specialty Assessors/Suppliers:

- 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.
- For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
- For cost-share exempt clients, identify AADL's contribution for each benefit.
- Retain a copy of the patient claim statement on the client's file.

##### Alberta Blue Cross:

- Provide vendors with a patient claim statement through the online health portal as required.