

Shoe Care Instructions

Break-In Period for Shoes with Heat Molded or Custom Inserts – (MEDICARE Covered Inserts)

In order to ensure that your shoes become a functioning extension of your pedorthic medical care, please follow these instructions:

1. When you arrive home, place your new shoes (with the inserts in them) on your feet (with socks) and wear them for 30 to 60 minutes – only on carpeting at first.
2. Remove your shoes and socks to look for any areas of redness on your foot (ask a family member for assistance, if necessary).
3. Once you have verified that the shoes do not rub your skin (absence of redness), wear your shoes around your home for a day or two; check again for areas of redness.
4. Once you (or your family member) have verified that you are not having problems with these new shoes, you are ready to wear them outside the home.
5. Remember, even after this break-in period, you should always check your shoes and feet each day – looking for anything out of the ordinary.

The Therapeutic Shoe Bill provides for a pair of shoes and three pairs of inserts in one calendar year. The typical lifespan of these inserts is about 4 months. Please remove each insert as instructed every 4 months (mark your calendar now) and replace it with the other inserts provided. If used properly, 3 pairs of inserts should last one year.

Care of the Shoes (Leather)

1. Clean your shoes regularly – this will give life back to the leather!
2. If your shoes are dirty, we suggest that you first clean them with a damp cloth to get them ready for an application of shoe crème.
3. Use a cleaning and conditioning crème for the leather shoes. This crème will keep the leather clean and supple. Leather crèmes can be found at any drug, shoe or grocery store.
4. Simply apply the crème with a clean dry cloth and work it into the leather. Buff or brush out to provide a fresh finish. If needed, a colored shoe crème may also be used.

Care of the Shoes (Nubuck)

1. This material can be cleaned by the using a small suede brush to work away the dirt.
2. Also, there are sprays designed to refurbish suede or nubuck materials (the Kiwi-brand works great). Try the spray in a small area first to test for any discoloration.
3. Do not immerse the nubuck shoes in water. Shoe polish should not be used.

Care of the Shoes (Lycra®)

1. Never put this shoe in the washing machine.
2. We suggest using any fabric protector on this material to help retard the dirt.
3. Spray the shoes with a fabric protector before wearing them regularly.
4. If the shoes do get soiled, use a small amount of mild soap and water - or a small amount of Woolite and water – to remove the dirt (especially on the beige).
5. Try a baby wipe! (Works great if the shoe has first been sprayed with a fabric protector.)

MEDICARE DMEPOS SUPPLIER STANDARDS

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements and cannot contract with an individual or entity to provide licensed services.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site. This standard requires that the location is accessible to the public and staffed during posted hours of business, with visible signage. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS, or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from contacting a Medicare beneficiary based on a physician's oral order unless an exception applies.
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
Implementation Date - October 1, 2009
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. Must meet the surety bond requirements specified in 42 C.F.R. 424.57(c). *Implementation date- May 4, 2009*
27. A supplier must obtain oxygen from a state- licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f).
29. DMEPOS suppliers are prohibited from sharing a practice location with certain other Medicare providers and suppliers.
30. DMEPOS suppliers must remain open to the public for a minimum of 30 hours per week with certain exceptions.