

Tips Regarding Therapeutic Shoes

May 16, 2017

Supplier Billing for Custom Made Items Ordered but not Furnished:

Suppliers will bill the claim for the shoes/inserts with the supplier's expense at the time the order was cancelled or beneficiary expired for the custom made items. Be sure to include a narrative on the claim with the expenses incurred. All applicable modifiers should be included on the claim line.

Requirements for Custom Molded Inserts (HCPCS A5513) in Comparison to the Non-Custom Inserts (HCPCS A5512):

For the custom molded shoes and inserts suppliers must conduct and document taking impressions, making casts or obtaining CAD-CAM images of the feet. This must be conducted each year the beneficiary is receiving shoes.

Comprehensive Plan of Care & Documentation Needed by Supplier from Physician's Medical Records

The physician must have documented in those notes what is occurring with the beneficiary's diabetes and how are they managing their diabetes. This will be different for every beneficiary and their condition. May include adjusting medications/monitoring their diet/exercise regimen/reviewing their blood sugar logs or getting labs like A1C.