

### Steps in your shoe process —

- 1** Diabetic foot exam will be completed by a podiatrist.
- 2** Podiatry nurse will start shoe process.
- 3** An order and certifying statement will be sent to your primary care provider for signature.
- 4** Podiatry nurse will send Prior Authorization to coding and benefits for insurance approval.
- 5** Completed Prior Authorization will be returned to Podiatry.
- 6** Receptionist will call you to schedule measurements and shoe order.
- 7** When shoes and inserts arrive, we'll call you to come in to ensure they fit correctly.

- Out-of-pocket payment may be required depending on insurance coverage.
- Primary Care and Podiatrist visits must be done within six months of receiving shoes to qualify.
- Prior Authorization (insurance approval) is valid for six months.
- Certifying statements (primary physician you see for diabetes agrees with the need for these shoes) are valid for three months.
- If your insurance changes at any time during the process, we must complete a new Prior Authorization.
- Please allow **2 WEEKS** for completion of certifying statement and insurance authorization and **5 WEEKS** from order date for shoes to arrive.
- If you have questions, please call 507.474.3338.