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Over the past several years, Medicare has become increasingly stringent about the documentation required prior to authorizing diabetic shoes and inserts. Due to these Medicare requirements, it has become necessary to change Powell Orthotics and Prosthetics process so that we can continue to offer you excellent service in a timely manner.

One of Medicare's requirements for authorization is Medical Chart notes from **the physician treating your Diabetes**. (*this is usually the doctor who prescribes your medications*)

WE MUST HAVE:

These chart notes also MUST specifically address:

- Documentation you have had a face to face visit with them in the past SIX MONTHS
- How you are being treated / followed for your diabetic condition, medications,
- Your need or how you would benefit from diabetic shoes AND inserts (the notes must specifically address BOTH items),
- You have a qualifying condition, such as a history of amputation, peripheral neuropathy, foot deformity, poor circulation, a history of ulceration, pre-ulcerative callouses, etc.
- Your doctor has discussed and recorded your diabetic PLAN OF CARE with you, and
- A foot exam has been performed with the findings recorded.

Effective January 1, 2016, we are asking our patients to obtain these physician's chart notes and prescription **PRIOR** to scheduling an appointment to be seen for diabetic shoes and inserts.

If you have any questions about whether or not the notes meet all the criteria, we would recommend that you schedule an appointment to be seen by your physician so that each item mentioned above can be reviewed and addressed as needed.

Once you have obtained the necessary prescription and the chart notes, they should be forwarded directly to our office by mail, fax or hand carried. Once we have received the prescription and chart notes we will call you to set an appointment. If we find that additional documentation may be required, we will ask that you contact your physician for whatever is needed.

This process change will help Powell Orthotics and Prosthetics service you in a timely manner.

Should you have any questions regarding this matter, please feel free to contact us at 804-649-9043 during Business hours of 8 AM to 4:30 PM Monday thru Friday.