

DIABETIC SHOE DOCUMENTATION PACKET

Patient instructions - complete these steps before an evaluation can be scheduled

At least one of your insurance plans requires full diabetic-shoe documentation. Lawall cannot schedule your evaluation until all required chart notes have been received and approved.

You may need notes from one provider or two

ONE-PROVIDER PATH	TWO-PROVIDER PATH
The MD or DO who manages your diabetes also examined your feet and documented a qualifying foot condition. That physician supplies both types of chart notes. A podiatrist is not required.	An MD or DO supplies the diabetes-management chart note. A separate DPM, MD, DO, NP, or PA supplies the foot-examination chart note and documents the qualifying foot condition.

MD/DO requirement: If an NP or PA manages your diabetes, you must have an in-person diabetes-management visit with an MD or DO. An NP or PA may still perform the foot examination and document the qualifying foot condition.

What you need to do

- ☐ **Identify your provider or providers.** Use the descriptions above to determine whether the same MD/DO can supply both types of notes.
- ☐ **Contact each required provider yourself.** Give the appropriate provider instruction page from this packet to the provider.
- ☐ **Have the latest signed chart notes sent before scheduling.** Records may be faxed to 215-338-7598 or given to you to forward. Do not wait to bring them to an evaluation.
- ☐ **Respond when Lawall calls to schedule.** After approval, Lawall will make up to three scheduling attempts. If we cannot reach you, you will need to contact us. Bring photo identification and all current insurance cards to the evaluation. After the evaluation, Lawall will obtain the remaining certification and agreement documents and manage the order through delivery.

Documentation timing: The evaluation must be scheduled while at least 90 days remain before the six-month documentation deadline. Lawall will calculate the deadline from the applicable provider visit date or dates. Send the most recent notes promptly; updated visits may be required if the dates do not meet this requirement.

Annual scheduling window: New diabetic-shoe evaluations are scheduled January 1 through September 30. If you contact Lawall from October 1 through December 31, you will be instructed to call back in January to restart the qualification process.

PROVIDER INSTRUCTIONS

FOOT EXAMINATION / PRESCRIBING PROVIDER

For the DPM, MD, DO, NP, or PA who personally examined the patient's feet

Patient name: _____

Date of birth: _____

Please send the patient's most recent signed and dated chart note from an in-person foot examination. Lawall must receive and approve the note before scheduling the diabetic-shoe evaluation.

The chart note must include

- ☐ The date of the in-person foot examination.
- ☐ At least one qualifying foot condition from the list below.
- ☐ If the patient is getting custom shoes, at least one foot deformity is required.
- ☐ The examining provider's signature and date.

Qualifying foot conditions

- ☐ Previous amputation of the other foot or part of either foot
- ☐ History of previous foot ulceration of either foot
- ☐ History of pre-ulcerative calluses of either foot
- ☐ Peripheral neuropathy with evidence of callus formation of either foot
- ☐ Foot deformity of either foot
- ☐ Poor circulation in either foot

Important: A prescription, recommendation, diagnosis list, or statement that the patient needs diabetic shoes does not replace the detailed foot-examination chart note.

If you are prescribing or recommending the shoes

Please include the signed prescription, order, or recommendation with the foot-examination chart note. The chart note itself must still document the qualifying foot condition.

If you also manage the patient's diabetes

If you are an MD or DO and you also personally manage the patient's diabetes, your records may satisfy both documentation roles. Please also follow the Certifying Physician / Diabetes Management instructions on Page 3.

Send records: Fax records to 215-338-7598, or provide them to the patient to forward to Lawall. Questions: 215-338-6611.

PROVIDER INSTRUCTIONS

CERTIFYING PHYSICIAN / DIABETES MANAGEMENT

For the MD or DO who personally manages the patient's diabetes

Patient name: _____

Date of birth: _____

Diabetes-management documentation must come from an MD or DO. Notes from a Nurse Practitioner or Physician's Assistant cannot be used for this portion of the qualification process.

Please send the most recent in-person diabetes-management note

Lawall must receive and approve the chart note before scheduling the patient's diabetic-shoe evaluation.

The chart note must include

- ☐ The date of the in-person visit during which diabetes management was addressed.
- ☐ The diagnosis of diabetes mellitus.
- ☐ How the patient's diabetes is being managed under a comprehensive plan of care.
- ☐ Evidence that you are continuing to treat and follow the patient for the diabetic condition.
- ☐ Your signature and date.

Important: An A1C result, medication list, problem list, or certification form by itself does not replace the diabetes-management office note.

If you also examined the patient's feet

You may supply both required types of documentation. Your chart note or notes must include the diabetes-management information above and at least one qualifying foot condition listed on Page 2.

When the same MD or DO documents both roles, a separate foot examination from another provider is not required.

What Lawall will request after the evaluation

After the patient has been evaluated and measured, Lawall will send the Statement of Certifying Physician for completion. If a separate provider documented the foot condition, Lawall may also send that provider's note for your signed and dated review and agreement.

Send records now: Fax the diabetes-management chart note to 215-338-7598, or provide it to the patient to forward to Lawall. Questions: 215-338-6611.

Please send the chart note now. Lawall will send the post-evaluation certification paperwork separately.