



# **POLICY & PROCEDURE MANUAL**

## **ORTHOTICS BENEFITS**



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## ORTHOTICS BENEFITS BACKGROUND

### **Policy Statement:**

The provider of Orthotic benefits must be a “Certified Orthotist” who is a member in good standing with the Canadian Board for Certification of Prosthetists and Orthotists. The Orthotist must be employed by a facility that has a contract with AADL to provide Orthotic benefits.

Clients must meet general AADL criteria and specific clinical eligibility criteria for AADL Orthotics benefits.

AADL Orthotic benefits include but **not exclusive** to: spinal braces, hip control orthosis, ankle foot orthosis, knee ankle foot orthosis, knee braces, thoracic-hip-knee-ankle orthosis, shoulder, elbow and wrist braces, hand and finger orthosis.

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## PROCESS FOR OBTAINING BENEFITS

### **Policy Statement:**

Clients and orthotists will follow the AADL procedure for obtaining and providing orthotic benefits.

### **Procedure:**

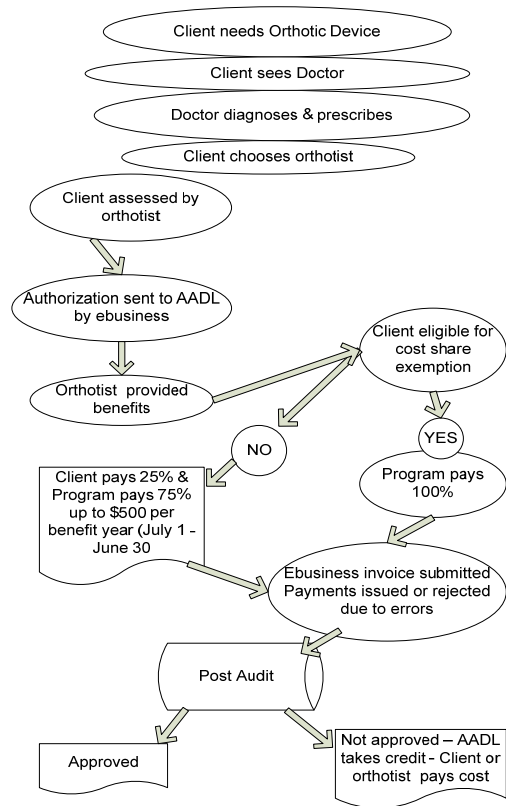
#### Client:

1. Follows process outlined on page 2 of this policy.

#### Orthotist:

1. Follows process outlined on page 2 of this policy.

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## ELIGIBILITY CRITERIA

### **Policy Statement:**

Clients must meet the general eligibility criteria from the AADL Policy and Procedure Manual and must obtain a prescription (on a generic form and not with any vendor advertising) from their physician. The prescription is valid for three months from the date on the prescription.

The AADL Program does not fund orthotics used exclusively for sport or recreational activities.

### **Procedure:**

#### Client:

1. Obtains a prescription from a physician indicating the need for an Orthotic device.
2. Signs the "Client Declaration" form.
3. Must seek alternative funding for orthotic devices if ineligible or if used for strenuous sport or recreational activities.

#### Orthotist:

1. Determines client eligibility.
2. Maintains accurate, up-to-date client files, including: prescription(s), clinical notes recording.
3. Signs off any patient encounter, which includes the initial assessment to the dispensing of benefits, and follow-up of all clients.
4. Retains the original signed client declaration on client file.
5. Does not accept prescriptions greater than three months old or with vendor advertising.
6. Will contact the AADL Program Manager with any orthotic requests for AISH clients.

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## **FUNCTIONAL OUTCOMES DETERMINATION**

### **Policy Statement:**

In consultation with the client, the Orthotist must determine the “Functional Outcome” the client should be able to achieve with an orthotic device.

### **Procedure:**

#### Client:

1. Upon receipt, may complete and return the Client Satisfaction Survey to AADL, if desired to assist AADL in determining that benefits provided are meeting the identified outcomes.

#### Orthotist:

1. Indicates the Functional Outcome on the applicable E-business “Orthotic History” screen for each affected joint. The Orthotic Functional Outcomes are listed in O-40 page 2.

#### AADL:

1. Sends AADL client satisfaction survey to clients.
2. Tabulates the results of the client satisfaction surveys returned to AADL.
3. Uses survey results to evaluate whether benefits provided are meeting identified outcomes.

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Functional Outcomes Table:

<b>Outcome #</b>	<b>Outcome Description</b>
100	Restrict range of motion of a joint to reduce/prevent the need for surgical or medical treatment
101	Restrict range of motion of a joint to reduce/control tone or spasticity
102	Control spinal deformity (e.g. scoliosis)
103	Protection of a body part (e.g. helmet)
104	Improve function by providing stability of the joint
105	Improve function by positioning body part for activities of daily living
106	Improve function by assisting muscle weakness
107	Improve function by enabling lying, sitting, and standing (likely the more disabled client)
108	Improve function by enabling walking and/or increased walking efficiency/endurance
109	Facilitate healing of a body part
110	Reduce pain (e.g. arthritis related)
111	Support soft tissue (e.g. hernia)
112	Repairs

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## DIAGNOSTIC CODING

### **Policy Statement:**

Diagnostic coding must be provided to assist in determining client eligibility for benefits.

### **Procedure:**

#### Orthotist:

1. Indicate the exact diagnostic code on the AADL E-business authorization form. Choices are listed in the drop down box on the AADL E-business "Create/Maintain" authorization screen.
2. If "Other" is used, the Orthotist must indicate the specific diagnosis in the AADL E-business Client Benefit note.

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## CHOICE OF ORTHOTISTS

### **Policy Statement:**

Clients have a choice of Orthotist, unless they are an inpatient in a healthcare facility, which employs a publicly funded Orthotist.

Exceptions are at the discretion of the Regional Health Authority.

### **Procedure:**

#### Client:

1. Selects an Orthotist from the AADL approved orthotic suppliers list.

#### Authorizer:

1. Advises the client they have a choice of orthotist and provides a list of AADL approved orthotic suppliers.

#### AADL:

1. Maintains a list of AADL approved orthotic suppliers that authorizers and clients may access for orthotic information and services.

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## SUBSTITUTION OF COMPONENTS PRIOR APPROVAL REQUIRED

### **Policy Statement:**

Orthotists must obtain “prior approval” from the AADL Program for any substitution of Schedule A approved products for Stance Phase Knee Ankle Foot Orthosis and Thoracic Hip Knee Ankle Foot Orthosis.

### **Procedure:**

#### Orthotist:

1. Contacts AADL Prosthetics & Orthotics (P&O) Program Manager to provide rationale as to why no other component on Schedule A meets the client’s needs prior to providing or trialing of any substituted products or components.
2. Submits an AADL/AAOP fee guide addition form (see O-90) with a copy of the manufacturer’s price list indicating the cost of the component to AADL P&O Program Manager.
3. If the substitution is approved by AADL, the orthotist will indicate on the AADL E-business client benefit note:
  - a. The manufacturer and component’s number.
  - b. The manufacturer retail price and maximum price contribution as determined by AADL.
4. Invoices the maximum price contribution as determined by AADL.

#### AADL:

1. Approves or denies the request.
2. If approved:
  - a. Determines price as per the current pricing methodology.
  - b. Notifies the Orthotist of AADL’s maximum price contribution.
3. May:
  - a. Take a credit for any component that did not receive a prior approval for substitution.
  - b. Submit a formal complaint to the AADL Complaint Registry.

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## NEW PRODUCT SUBMISSION

### **Policy Statement:**

New products in categories without generic catalogue #s may be submitted throughout the year up to September 15th.

### **Procedure:**

#### Orthotist:

1. Completes AADL/AAOP Fee guide Addition form (see page 2 of this policy) and submits to the AADL Prosthetics & Orthotics Program Manager.

#### AADL:

1. Reviews request.
2. Adds the new product to the next Schedule if approved.

AAOP = Alberta Association of Orthotists and Prosthetists.

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### AADL/AAOP Fee Guide Addition

Please send to: Prosthetics and Orthotics Benefits Manager, Alberta Aids to Daily Living Program. Phone: 780-422-6319 Fax: 780-422-0968 Email: Cathy.Johnson@gov.ab.ca

**Requester Information:**

Contact Name: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**Additional Information: (Items with ☞ MUST be completed)**

- ☞ Is there a similar item on the schedule?  
 Yes  Cat# \_\_\_\_\_  
 No

☞ If yes, why is the new item more appropriate for your client?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

☞ If no, why should this item be added?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

☞ Manufacturer and Item Number \_\_\_\_\_

☞ Manufacturer's cost: \_\_\_\_\_

☞ Invoice from manufacturer, or photocopy from price list.  Attached

Description of item on Schedule A if approved:  
\_\_\_\_\_

Time to order/fit/train in use: \_\_\_\_\_

How long has it been available? \_\_\_\_\_

☞ Estimated longevity/quantity per year: \_\_\_\_\_

☞ Warranty information: \_\_\_\_\_

**Please attach any manufacturer's pamphlets, or any further product information. (E.g.: Warranty, studies, and instructions)**

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## ORTHOTIC DEVICES QUANTITY & FREQUENCY LIMITS

### **Policy Statement:**

Clients are eligible for one orthotic device per joint every two years.

AADL acknowledges the special growth issues of children and as such, provides an extra orthotic device within the two-year period in order to meet the child's needs. The cost of a third orthotic device within the two-year period should be referred to alternative funding services.

### **Procedure:**

#### Client:

1. Follows the QFR process as outlined in the general AADL Policy & Procedure Manual.
2. Is responsible for the cost of the device if the QFR is denied.

#### Orthotist:

1. Confirms client consumption on the AADL E-business "PHN Inquiry" screen:
  - If the client uses devices bilaterally contact the benefit clerk for the service dates of orthotic benefits provided for each limb.
2. Advises the client of quantity and frequency limits.
3. Submits QFR for AISH clients to the AADL Program Manager, not the AISH case worker.
4. Documentation procedure:
  - If it is over two years since the client was provided a similar device – Document the quantitative rationale for replacing the orthotic device on the AADL E-business Client Benefit Note screen.
  - If it is prior to the two-year period since the client was provided with a similar device, follow the Quantity & Frequency Review (QFR) process as outlined in the AADL general Policy & Procedure Manual.

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Exceptions to submitting a QFR:

- New bilateral clients will be indicated as an over quantity. Indicate bilateral on override note.
- Bilateral clients after two years – indicate bilateral to AADL and the rationale for replacement.

AADL

1. Provide information on actual quantities and service dates to specialty supplier.

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## ORTHOTIC DEVICE REPAIRS

### Policy Statement:

Orthotic devices funded by the AADL Program are eligible for repair.

- The total cost of all repairs per device should not exceed 50% of the cost of a replacement device.
- The total cost of a repair to a component should not exceed 50% of the AADL maximum contribution for the component.
- Repairs over \$800 require prior approval from the AADL Prosthetics and Orthotics Program Manager.
- If a new device is prescribed within three months of a major repair (\$800.00), 50% of the cost of the repair will be deducted from the initial procedure on the cost of a new device.
- There is a separate repair catalogue number for knee braces.

### Procedure:

#### Client:

1. Takes device to Orthotist for repair.

#### Orthotist:

1. Assesses device to determine cost effectiveness of repairing.
2. The Client Benefit note for CAT# O514 must indicate the following documentation:
  - a. Description of repairs/modifications.
  - b. Number of hours and total cost e.g. 3 hours: 3x\$154.50 = \$463.50.
  - c. Cost of materials.
  - d. Total cost of repairs (hours and materials).
  - e. Percentage of total repair cost of device/component.

Example – Modification to KAFO:

Cat# O514 – modify KAFO 1 hour- \$154.50, materials - \$ 78.00 Total cost - \$232.50, 7% of replacement cost of KAFO (\$3321.43)
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- f. Base the percentage on replacement cost of the component, not the whole Orthotic device.
  - g. Indicate the number of hours as the quantity on the authorization and invoice:  
Example - 4 hours labor is quantity "4".
3. Documentation in AADL E-business Client Benefit notes the materials used in the repair/modifications using catalogue number "O615".

Example – O615 - materials \$78.00 – padding & lamination material.

- 1. Invoice quantity of one per repair/modification. A quantity of one is up to a maximum of \$300.
  - 2. Indicate cost of materials only on the invoice.
4. Shipping and brokers fees where a component is:
- a. Under warranty and is being repaired/replaced by the manufacturer:
    - i. No billing for "materials", "shipping or brokerage fees".
    - ii. Labor to remove, install or repair component may be submitted.
    - iii. Exceptions can be discussed with AADL.
  - b. Not under warranty and being replaced:
    - i. The component can be provided under the appropriate AADL catalogue number (shipping and brokerage fees are already included in the price).
  - c. Not under warranty and being repaired by the manufacturer:
    - i. Shipping and brokerage fees may be included under Cat# "O615".
5. Activities not considered a repair benefit include:
- a. Trialing new components
  - b. Gait training.
  - c. Time to review a working functional device/component.

AADL

- 1. Prosthetic & Orthotic Program Manager will review any exceptions and approve or deny.

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## FUNDING FOR ORTHOTIC DEVICE REPAIRS AND/OR MODIFICATIONS

### **Policy**

AADL funds repairs and modifications for orthotic devices provided through AADL.

AADL does not fund repairs or modifications to a privately funded orthotic device unless the device was replaced under the AADL Prosthetic & Orthotic contractual obligations.

#### Client:

1. Informs Orthotist of the availability of alternative funding.

#### Orthotist:

1. Identifies the AADL funded orthotic device is no longer functional and meeting the clients identified health outcomes or is no longer cost effectively repairable and the client does not have alternate funding.
2. Submits request to client's alternative funding source, if applicable.
3. Advises AADL Program Manager by email that the client has had an orthotic device replaced under alternative funding rather than AADL.
4. Advises client to become registered with alternative funding sources (e.g. Champs, War Amps).

#### AADL:

1. Provides funding for repairs and modifications to AADL funded orthotics.
2. Provides funding for repairs and modifications to client's privately funded replacement orthotic device as indicated on the AADL information system.

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## CHANGING ORTHOTISTS

### **Policy Statement:**

Clients must be attended by only one Orthotist for each orthotic device.

### **Procedure:**

#### Client:

1. Responsible for providing current Orthotist the opportunity to provide a device that meets the client's needs.
2. Contacts the AADL Prosthetic & Orthotic Program Manager regarding concerns on service or device.
3. Submits a formal "AADL Complaint" if applicable.  
[http://www.seniors.gov.ab.ca/AADL/AV/manual/PDF/05\\_complaint\\_form.pdf](http://www.seniors.gov.ab.ca/AADL/AV/manual/PDF/05_complaint_form.pdf)

#### Orthotist:

1. Contacts AADL if aware that the client is currently seeing another Orthotist.

#### AADL:

1. Reviews client's concerns.
2. Refers client to a multidisciplinary team for assessment if available.
3. Approves change of Orthotist if appropriate.
4. Takes a credit on a device that has been determined not to be appropriate for the client.

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## **SERVICE DATES**

### **Policy Statement:**

The service date used for submitting claims for an orthotic device/component is the date the client actually receives the device or component.

### **Procedure:**

#### Orthotist:

1. Indicates the service date for each procedure/component on the claim according to the date the client received the benefit.

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## STATEMENT OF ACCOUNT

### **Policy Statement:**

Orthotists must provide every client with a statement of account for each orthotic service invoiced to the AADL Program. The statement of account must include the AADL contribution, the cost-share portion of each orthotic benefit (when applicable).

### **Procedure:**

#### Orthotists:

1. Provides client with a statement of account for AADL orthotic services when invoiced to the AADL Program.
2. For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each orthotic device.
3. For cost-share exempt clients, identify AADL's contribution for each orthotic device.

#### AADL

1. Indicates the summary of costs of the orthotic services in the Client Satisfaction Survey sent to clients. The cost-share portion and AADL contribution will be identified.
2. Reviews discrepancies of costs with a client.

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## ORTHOTIC SUPPLIER QUALIFICATIONS

### **Policy Statement:**

The provider of orthotic devices must be a “Certified Orthotist”.

### **Procedure:**

#### Orthotist:

1. Must be a member in good standing with the Canadian Board for Certification of Orthotists and Prosthetists.
2. Employed by a facility with a contract with AADL to provide orthotic benefits.
3. Notifies AADL when changing employment.

#### AADL:

1. Provides an assessor number.

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## ORTHOTIC SUPPLIERS ROLES & RESPONSIBILITIES

### **Policy Statement:**

Orthotists are responsible for:

- Assessing clients,
- Fabricating and providing benefits,
- Providing clients with follow-up service,
- Submitting authorizations and invoices for benefits.

### **Procedure:**

#### Orthotist:

1. Conducting Assessment which includes:
  - a) Determining the client eligibility and cost-share status:
    - i) History of provision of benefits.
    - ii) The cost-share status of clients.
  - b) Recommends the most appropriate benefit that will meet the client's needs.
  - c) Recommends the quantity of benefits required.
  - d) Explains cost-sharing and cost-share exemption policies to clients.
  - e) Explains to clients the quantity and frequency limit related to benefits.
  - f) Determines with the client the functional level that the device should enable the client to achieve.
2. Providing Benefits:
  - a) Provides approved AADL Program benefits only as per the current Schedule A.
  - b) Ensures replacement items are only provided when the current device no longer meets the client's functional needs and/or is not cost effective to repair.
  - c) Complies with all AADL Policies and Procedures.
  - d) Obtains prior approval as necessary.
  - e) Supplies eligible clients with AADL benefits.
  - f) Provides a statement of account to the client for all AADL benefits provided and invoiced to the AADL Program.
  - g) Advises a client of their responsibilities.

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3. Providing Service:

- a) Provides appropriate follow-up activity that will ensure benefits serve the purpose for which they were provided.
- b) Ensures trained staff is accessible and available to clients.
- c) Ensures defective supplies and equipment are replaced at no cost to the Client.
- d) Honors manufacturers' warranties.
- e) Provides advice to clients.
- f) Promptly resolves all errors relating to the assessment of a client's benefits (e.g. duplication of benefits, client's eligibility status, and assessment errors).
- g) Resolves specialty supplier's errors at no cost to the client or AADL.

AADL:

- 1. Ensures orthotic supplier comply with roles, responsibilities and contractual obligations.
- 2. Conducts post-audits reviews and compliance with business practices.

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## FUNDING FOR PRIMARY AND SECONDARY ORTHOTIC DEVICES FOR SAME JOINT

### **Policy Statement:**

AADL provides funding for repairs and modifications to a primary orthotic device only.

AADL does not fund repairs or modifications to a secondary orthotic device for the same joint.

### **Procedure:**

#### Orthotist:

1. Explain policy to client.
2. Does not submit requests for funding repairs or modifications to a secondary orthotic device for the same joint to AADL.
3. Invoice costs to client or alternate funding sources.

#### Client:

1. Responsible for costs if alternative funding sources not available.

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## CONSULT WITH CLIENT AND MULTIDISCIPLINARY TEAM

### Policy Statement:

Clients are assessed by a multidisciplinary team when appropriate. Recommendations for orthotic components may or may not result from the multidisciplinary team assessment.

### Procedure:

#### Orthotist:

1. Is invited by the multidisciplinary team to attend consult as a functional member of the team.
2. Only attends the consults relevant to his/her specific client.
3. Submits request under catalogue # for modifications.
4. Invoices AADL one hour per client.

#### Client:

1. Attends multidisciplinary team meeting.
2. Signs the "Client Declaration" Form.
3. Pays cost-share portion if applicable.

#### AADL:

1. Conducts random audits.

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## SCHEDULE GROUP SIMPLIFICATION POLICY

### Policy Statement:

Pricing of orthotic benefits is administratively efficient while ensuring client's functional needs are met.

### Procedure:

#### AADL:

1. Reviews orthotic schedule group to identify the pattern of client consumption for the past fiscal year:
  - The manufacturing components that represent 80% of the volume of the Schedule Group remain a **manufacturer-specific catalogue number**.
  - All remaining components (20%) can be authorized under a **generic catalogue number**.
2. Sets new generic catalogue number price:
  - Based on the highest manufacturer component cost that was actively billed in the last year in the low volume (20%) of the components billed.
  - Maximum price of the generic component will be determined through a pricing formula calculation process provided by AADL.

#### Specialty Supplier:

1. Contact AADL for information about the exception process if the maximum AADL contribution cost of the generic component is more that 1.5 times the highest maximum AADL contribution cost of a manufacturer specific component in the schedule grouping.

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## OFF-SITE FACILITY FEE

### POLICY STATEMENT:

Clients who are non-transportable or medically fragile have access to orthotic services.

### PROCEDURE:

#### Orthotist:

1. Assesses client or fits client with an orthotic device at time of facility visit.
2. Documents Off-Site Facility Fee Catalogue # on same Authorization Form as the procedures or components, or on a separate Authorization Form.
3. Invoices AADL a cost that is less than one hour per client if several clients are seen during the same facility visit.

#### Client:

1. Signs the "Client Declaration" form.
2. Pays cost-share portion if applicable.

#### AADL:

1. Conducts random audits.

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## 90 DAY WORKMANSHIP FOLLOW-UP

### POLICY STATEMENT:

AADL will fund modifications to an orthotic device within 90 days of provision of the device if the Client has experienced a medical change and the device is no longer functional and is no longer meeting the Client's identified health outcome.

### PROCEDURE:

#### Orthotist:

1. Identifies that the client has experienced a medical change and the orthotic device is no longer functional and no longer meeting the client's identified health outcome.
2. Submits request under catalogue # for modifications.
3. Provides documentation required by AADL as described under Orthotic Policy O-110.
4. Submits request under Quantity and Frequency Limits process if a replacement is required. Refer to Orthotic Policy O-100.

#### Client:

1. Pays cost-share portion if applicable.

#### AADL:

1. Conducts random audits.

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## APPROVED ORTHOTIC SUPPLIERS

### **Policy Statement:**

Eligible clients must receive their orthotic devices from the “Approved List of Orthotic suppliers”.

### **Procedure:**

#### Client:

1. Selects an orthotic specialty supplier from the current list available upon request or on AADL website.

#### AADL:

1. Provides clients with information in writing upon request, or refers to AADL website.
2. Maintains list of approved orthotic specialty supplier.

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