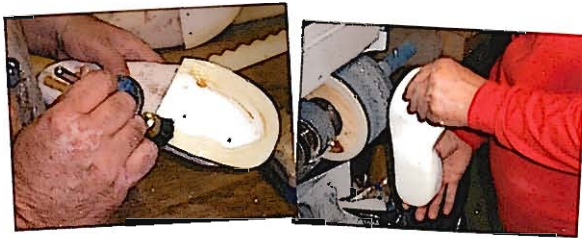


INTRODUCTION

Welcome! Thank you for choosing us for your footwear needs. Our goal is to provide you with the very best selection of casual, work or therapeutic shoes, boots and orthotic devices, in a courteous and efficient manner. We have expanded our services to include medical leg wear (compression stockings). We carry a wide selection of retail (off the shelf) shoes; brands such as Aetrex, Bostonian, Brooks, Carolina, Clarks, Crocs, Dr. Martens, Drew, Heely's, Hush Puppies, Irish Setter, John Deere, Jumping Jacks, LaCrosse, New Balance, P.G. Lite, Propet, PW Minor, Red Wing, Robeez, Rockport, Rocky, SAS, Timberland, Tony Lama, Vibram 5 Fingers, and many more. We carry accessories such as socks, gloves, safety glasses, belts, polishes, cleaners and more. We also offer the area's only full service boot, shoe & leather repair shop.

If an off the shelf fit isn't enough, then we will custom make from scratch in our own building a shoe for you. This pamphlet has been prepared to inform you about pedorthics, therapeutic footwear and our company.



WHAT IS PEDORTHICS?

Ped-orthics (foot-brace) is the practice, pursuant to a written prescription when addressing a medical condition, of evaluation, treatment planning, patient managing, measuring, designing, fabricating, assembling, fitting, adjusting or servicing, necessary to accomplish the application of a pedorthic device for the prevention or amelioration of painful and/or disabling conditions of the foot and ankle. Basically, we make sure that your shoe, insert and/or brace fit you as perfectly as we can make it fit by using a variety of materials, techniques and machines.

WHAT IS A CERTIFIED PEDORTHIST? (C. Ped.)

A certified pedorthist (C.Ped) is a professional whose competence in the practice of pedorthics is credentialed by ABC American Board for Certification in Orthotics, Prosthetics and Pedorthics.

COMPANY PROFILE

In 1929 Michael-G. Grundman started manufacturing and retailing children's shoes in his basement while employed at Brown Shoe Company in Vincennes, Indiana. Following World War II, two of his sons, Robert M. Grundman and Vernon L. Grundman joined him and moved their business to 902 N. 7th Street where they expanded their business into wholesaling their products to independently owned retail shoe stores in southern Indiana and Illinois. In 1959, the company M.G. Grundman and Sons, Inc. was formed when it moved into its current building at 906 N. 7th Street in Vincennes. In 1972, one of Robert's sons, Mark E. Grundman purchased Michael's shares of the corporation and in 1981 he purchased the remaining shares owned by Robert and Vernon making him the sole owner. In 1999 Mark's daughter, Tracie McNeece, returned to Vincennes to carry on the fourth generation of Grundman Shoes.

Mark has been the head council for the Pedorthic Footwear Association (PFA) to The Center for Medical Services (MediCare) with regard to shoes for diabetics. He is co-author of the country's most far reaching coding manual for medical billing of foot and ankle. He is considered the leading expert on coding at a clinical level for footwear in the United States.

The company has 20 employees divided into retail sales and production associates (pattern making, cutting, sewing, attaching soles, polishing/finishing, arch/orthotic construction, gauntlet construction and all types of shoe and brace repairs).

COMMERCIAL ACCOUNTS

We offer discounts to TriState Employers to enhance their Employee Benefit Package. Programs are tailored to meet individual industrial applications. Payroll deduction, workman's compensation insurance records, quantity discounts and on-site services are some of the benefits.



APPOINTMENTS & STORE HOURS

Retail store hours are Monday through Friday 8:00am to 5:00pm and Saturday 8:00am to 12:00pm (EASTERN...SAME AS INDIANAPOLIS TIME).

Appointments are usually scheduled 9:00- 3:15 Monday, Wednesday and Friday and 9:00-11:15am on Saturdays. Tuesday appointments are reserved mostly for "brace" patients (this is anyone that wears a plastic or metal brace-AFO, or needs a leg length discrepancy measured). There are no appointments on Thursday.

Please tell us if you have been to our store before when making your appointment and if you are diabetic or have a plastic or metal AFO (brace). This allows us to assure accurate scheduling and to be better prepared for your appointment. We do not currently charge for missed appointments, but they do cause problems in scheduling patients. Please help us by calling our toll free number (800-726-4770) at least 24 hours in advance if you will be unable to keep your appointment.



FEES

There is no charge currently for evaluation/consultation appointments. Fees are based on the time and materials required to provide the appropriate therapeutic device for your needs (i.e.. shoes, braces, orthotics). Within the first 3 months after receiving your therapeutic device there will be no charges for adjustments—it is our job to assure you get the best fit possible. If however, the doctor writes a new prescription for a change to be made that requires new material to be used within the first 3 months, there may be a charge. Some repairs may be billable if insurance paid for the initial device.

INSURANCE

In most cases we accept assignment with Medicare part B. Assignment means that we agree to accept Medicare's allowable payment level for the entire finished product. Medicare pays 80% of the amount that they allow for the service and the remaining 20% is patient responsibility. That 20% balance will be billed to your Medicare Supplement or secondary insurance company if you have one. You are financially responsible for the 20% balance that your Medicare supplement or secondary insurance company does not pay. If you have no Medicare supplement or secondary insurance then your financial responsibility is limited to the 20% patient responsibility as determined by Medicare. Currently Medicare coverage is limited to three types of claims only. There is NO exception to this, regardless of your medical condition or doctor's efforts with a prescription or letter of medical necessity.

The three conditions in which Medicare may cover therapeutic devices are as follows:

1) Therapeutic shoes for people with diabetes with diabetic complications to the feet, 2) A shoe permanently attached to a metal leg brace (AFO). In cases where a patient has only one brace, the non-brace shoe is not covered if you are not diabetic. For example, if you wear a metal brace attached to your left shoe you are financially responsible for your right shoe, if you are not diabetic and 3) Prosthetic shoes for individuals with a full or a substantial foot amputation whether diabetes related or not.

Another device that may fall under Medicare coverage for therapeutic footwear is a gaiter (Arizona AFO) designed to help control posterior tibial tendon disfunction (PTTD). This device is also manufactured in-house by scratch from a cast of your foot.

Under normal circumstances we accept Indiana Medicaid for our patients. We are contracted with and are participating providers with Traditional Medicaid, MHS, and MdWise. We are not contracted with Anthem Blue Cross/Blue Shield. Medicaid patients' personal liability is limited only to non-covered items; the patient is advised in advance if the item is non-covered.

We accept Workman's Compensation and VA patients from all 50 states. Patients must obtain prior authorization to insure coverage prior to the service. It is appreciated that your Workman Compensation carrier or VA contact us prior to your appointment or be sure to bring all information such as name of person to contact and phone number to your appointment. For all remaining Third Party Private Insurance claims; WE ARE NOT A PARTICIPATING PROVIDER. We are considered "out of network". Since we do not participate in any contractual agreement with any of these insurance companies the patient is liable for the entire amount of unpaid balances. It is greatly appreciated if you contact you insurance company prior to your appointment to determine coverage.

Your insurance company may cover services from an out of network provider, but at a decreased rate. If you obtain verification of coverage by phone please write down the name of the person you talked to and the time and date you talked to them and bring the information to your appointment. If you obtain verification by mail please bring it with you to your appointment. If you are unable to determine coverage prior to your appointment then we will try to obtain coverage information for you at your appointment. In most cases we do all of your claim filing and follow-up paperwork for you as part of our service to our clients. In most cases for out of network claims; the patient pays prior to the service and the claim is filed non assigned.

QUESTIONS/ANSWERS

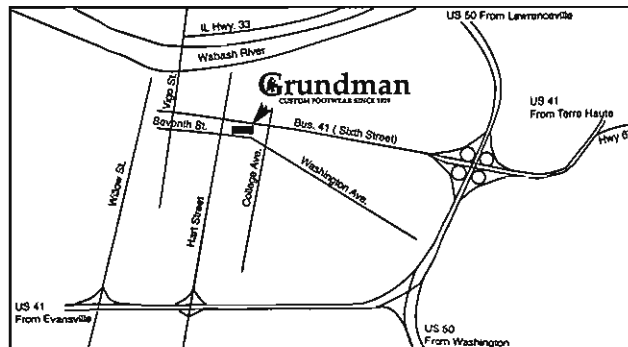
Good communication between us is essential. Please call if you have a question regarding your shoes, braces and/or orthoses. As it is often difficult for Mr. Grundman or Mrs. McNeece to come to the phone at the time of your call, please describe the problem to whomever answers the phone to see if they can help you. If they are unable to answer you question at that time please leave your name, phone number and best time to be reached and we will return your call with an answer as soon as possible.

DELAYS

We know that your time is valuable, and we try our best to see each patient at their scheduled appointment time. Delays, however, sometimes occur. They occur because we try to provide individualized, quality care for each patient, and because it is not always possible to predict the length of time each patient will require. We apologize for any such delays that you experience.

THANK YOU

Thank you for taking the time to read this pamphlet. Please keep it at home for your future reference. If any questions about our policies or your personal medical care remain unanswered, please let us know. Our goal is to offer you the best medical care possible.



PATIENT INFORMATION BOOKLET

Grundman
CUSTOM FOOTWEAR SINCE 1929



906 North 7th Street
P.O. Box 404 • Vincennes, IN 47591
(812) 882-4770 • (800)726-4770
www.grundmanshoe.com
info@grundmanshoe.com