

## INTRODUCTION

Welcome and thank you for choosing us for your footwear needs. We strive to provide you with the highest quality shoes/boots and orthotic devices in the area. Our goal is to get you and keep you on your feet for as long as you can be by making your feet as comfortable as they can be.

## PRODUCT

We not only carry a wide variety of retail footwear, but we also custom make and repair footwear. Some of our retail brands include Aetrex, Alegria, Clarks, Cobb Hill, Crocs, Dan Post, Dr. Martens, Dunham, Irish Setter, John Deere, Jumping Jacks, Klogs, LaCrosse, Matterhorn, New Balance, Orthaheel, Propét, Red Wing, Reebok, Rocky, SAS, Timberland, Tony Lama, Vibram Fivefingers, and more. We carry over the counter orthotics, socks, gloves, belts, safety glasses, polishes, cleaners and more.

Our custom shoes are made by hand from scratch right here in our facility. We have our own lasts and either alter them to accommodate your feet or cast your feet to capture the accurate shape of your feet to make custom shoes. We also make our own gauntlets (i.e., Arizona AFOs) and foot orthoses. We add wedges, raises, and braces to retail or custom shoes and we can stretch leather shoes and offer a variety of shoe/boot and leather repairs.

## PEDORTHICS/PEDORTHIST

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.

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) or BOC (Board of Certification). A C.Ped can evaluate your gait and shoe wear but cannot diagnose. Often we refer to your doctor and fill the prescription that he/she writes, much like a pharmacist. Many of the prescriptions we fill pertain to accommodating the shoe to fit your foot to alleviate pain and help you walk better. Bunions, hammer toes, diabetes, polio, toe or partial foot amputations, pronation, inversion, plantar faciitis, heel spurs, charot-marie-tooth, and leg length discrepancy (LLD) are some of the diagnoses we see daily.

## 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 15 employees divided into retail, pedorthic, and production (pattern making, cutting, sewing, attaching soles, polishing/finishing, arch/orthotic construction, gauntlet construction and all types of shoe and brace repairs).

## APPOINTMENTS AND STORE HOURS

Retail store hours are Monday through Friday 8:00am to 5:00pm and Saturday 8:00am to 12:00pm (EDT).

Appointments are usually scheduled 9:00am to 3:00pm Monday, Wednesday and Friday and 9:00 to 11:00am on Saturdays. We have an orthotist and prosthetist here on Tuesdays, therefore 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 Thursdays.

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.

## INSURANCE/BILLING

As of September 1, 2013, we no longer accept assignment with Medicare. This means you are responsible for payment of the product/service that we provide for you at the time of service. We will file the claim for you. You will be reimbursed the amount Medicare allows and it will be paid directly to you by Medicare.

All those on Indiana Medicare, are VA or Workman's Comp will need prior authorization following an evaluation appointment before services are rendered.

All 3rd party private insurance carriers will be required to pay at time of service. We will file your claim for you, but we have no idea if you have 'out-of-network' coverage or have met your 'out-of-network' deductible. Your insurance company will pay you directly if those criteria are met.

## FEEES

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.

## COMMERCIAL ACCOUNTS

We offer discounts to TriState Employers to enhance their Employee Benefit Package. Programs are tailored to meet individual industrial applications. Payroll deduction, quantity discounts and on-site services are some of the benefits. We realize that our hours and your hours may not match, so we have partnered with Red Wing and their boot truck. Now we are available to come to your facility whenever it is convenient for you to better service your needs. Call us today for more information.

## **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 Ms. McNeece to come to the phone at the time of your call, please describe the problem to our associate to see if they can help you. If they are unable to answer your 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 your interest in Grundman's. Please keep this brochure at home for future reference. If you have any questions about our policies or your personal medical care, please don't hesitate to call.