

<b>Case Number:</b>	CM14-0023438		
<b>Date Assigned:</b>	02/26/2014	<b>Date of Injury:</b>	09/26/2011
<b>Decision Date:</b>	07/17/2014	<b>UR Denial Date:</b>	02/10/2014
<b>Priority:</b>	Standard	<b>Application Received:</b>	02/25/2014

### HOW THE IMR FINAL DETERMINATION WAS MADE

MAXIMUS Federal Services sent the complete case file to an expert reviewer. He/she has no affiliation with the employer, employee, providers or the claims administrator. The expert reviewer is Board Certified in Occupational Medicine and is licensed to practice in California. He/she has been in active clinical practice for more than five years and is currently working at least 24 hours a week in active practice. The expert reviewer was selected based on his/her clinical experience, education, background, and expertise in the same or similar specialties that evaluate and/or treat the medical condition and disputed items/services. He/she is familiar with governing laws and regulations, including the strength of evidence hierarchy that applies to Independent Medical Review determinations.

### CLINICAL CASE SUMMARY

The expert reviewer developed the following clinical case summary based on a review of the case file, including all medical records:

This is a 51-year-old female with a 9/26/11 date of injury. She is status post-surgery of the right foot for a neuroma removal on 8/26/13 but continued to have right foot pain. The patient subsequently had steroid injections x3, which were started in December 2013; the last injection was on 1/13/14. She was seen on 2/3/14 for chronic right foot pain. She was noted to be using a shoe instead of her walking boot. The patient stated that she was unable to walk more than 20 minutes and was developing another neuroma just inferior to the site of the original one. She noted that she was undergoing another foot surgery for this. She was given an ankle brace, which she stated did not fit her shoes and she had to wear flip-flops. Exam findings revealed pain along the plantar surface and along the distal metatarsal; muscle strength deficits in the right foot were noted. A metatarsal squeeze test was positive. Treatment to date: right foot surgery for neuroma removal, steroid injections x 3, right ankle brace. A UR decision dated 2/10/14 denied the request given the patient was noted to be undergoing surgery to remove her neuroma and the outcome of the surgery and further treatments were still pending. In addition it was unclear whether the patient was trialed in wider shoes with her custom orthotics.

### IMR ISSUES, DECISIONS AND RATIONALES

The Final Determination was based on decisions for the disputed items/services set forth below:

**CUSTOM SHOES THAT WILL ACCOMMODATE CUSTOM ORTHOTICS - TWO (2) PAIRS:** Upheld

**Claims Administrator guideline:** The Claims Administrator did not base their decision on the MTUS. Decision based on Non-MTUS Citation Official Disability Guidelines.

**MAXIMUS guideline:** The Expert Reviewer did not base their decision on the MTUS. Decision based on Non-MTUS Citation Official Disability Guidelines ODG Ankle and Foot Chapter-Orthotic Devices.

**Decision rationale:** CA MTUS does not address this issue. Per ODG, Custom Orthotic devices are recommended for plantar fasciitis and for foot pain in rheumatoid arthritis. Both prefabricated and custom orthotic devices are recommended for plantar heel pain (plantar fasciitis, plantar fasciosis, heel spur syndrome). Orthoses should be cautiously prescribed in treating plantar heel pain for those patients who stand for long periods; stretching exercises and heel pads are associated with better outcomes than custom made orthoses in people who stand for more than eight hours per day. This patient was noted to be given an ankle brace for ongoing right foot pain on 2/3/14, which did not fit her shoes. There was no indication that this was a custom ankle brace, or that the patient was using custom orthotics. There was no mention in the treatment plan that the patient required custom shoes for custom orthotics. The patient stated that another foot surgery for another forming neuroma was planned; however there is no documentation of the outcome of this surgery. Therefore, the request for custom shoes is not medically necessary.