

FACT SHEET
2010



Diapers/Incontinence Supplies and Medicaid

Some children and youth with disabilities and/or special health care needs use diapers or other incontinence supplies for a longer time than typically developing children. Some will use them throughout their lives. This fact sheet provides useful information on covering the cost of these supplies for families who have Medicaid or BadgerCare Plus coverage. We will also explain the new requirement that all supplies be ordered from **J & B Medical Supply**.

Please note: If you are enrolled in an HMO or managed care organization (MCO), you need to work directly with that HMO or MCO to receive incontinence supplies. You do not have to order your supplies from J & B Medical Supply.

The medical term for diapers is incontinence supplies. This includes briefs (diapers that open on each side), pull-up/pull-on type diapers and other belted garments. Incontinence supplies also include disposable under pads, liners, disposable gloves, catheters, lubricants and other related supplies.

Does Medicaid cover diapers for children of any age? No. Wisconsin Medicaid will pay for diapers and other incontinence supplies starting when your child turns 4. Please note, Medicaid does NOT pay for wipes.

Can I go to my local retailer or pharmacy to get my diapers? No. Unlike in the past when you could go to any pharmacy or other retailer who accepted Medicaid, starting May 1, 2010, you must receive your diapers through **J & B Medical Supply**. J & B Medical will deliver these supplies to your home every 30 days via Federal Express (FedEx). You CAN, however, still receive both disposable gloves, and skin barrier wipes and swabs from ANY provider you choose, including J & B Medical Supply.

The Medicaid contract with J & B Medical also includes urological supplies such as catheters and drainage bags.

J & B Medical Supply's contact information is: 1.866.674.5850 or www.jandbmedical.com/. Their office is open Monday - Friday, 7:00am – 5:00pm.

What do I need to do to have Medicaid cover these supplies? You should contact your child's primary care doctor and explain that you are seeking coverage for diapers and/or other incontinence supplies. Next, contact J & B Medical Supply and a nurse will work with you on intake information and an assessment of your child's needs. You will need your child's Forward Health Identification card number, the name and address of your doctor, and an estimate of how many diapers you use each day. J & B Medical will then contact your doctor directly to approve your order. You will need to fill out standard paperwork and make a choice of what products work best for your child. Once this process has been completed, J & B Medical can fill your order and send out your incontinence supplies.

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Can I receive samples from J & B Medical? Yes. After the intake process, you can request samples of their products so you and your child can determine which diapers will work best. We encourage you to request samples before a month’s supply is shipped to you!

What brands or types of diapers are available? Under the current Medicaid contract, J & B Medical Supply has only certain manufacturers available to families covered by Medicaid or BadgerCare Plus. They may not have the specific brand of diaper that you used in the past, but they do have several brands and manufacturers to choose from. You will need to contact J & B Medical (see contact information) and request samples. Try to be as specific as possible to explain what works best for your child. You may also want to explain specific concerns (absorbency at night, chafing or irritation, etc.).

How many diapers will be covered? Is there a limit on the number of diapers? During the intake process you will work with a J & B Medical Supply nurse to determine how many diapers you need each day. If that number changes, contact J & B Medical. They will work with you to deliver the quantity that you need each month. **The monthly limit is 300 diapers.**

What if I am not satisfied with the quality of the diapers or other products? If the diapers or other products that you received from J & B Medical Supply do not work well for your child, the first step is to call J & B Medical directly and explain the problem. They may be able to provide another product that meets the needs of your child. If you cannot resolve the problem with J & B Medical, the next step is to contact that State Medicaid Program or your Regional Center for Children and Youth with Special Health Care Needs (see contact information below). You may be able to receive a different product or brand if your doctor completes a prior authorization (PA) and the reason for a different product is medically necessary.

If my child is covered by a Children’s Long Term Support (CLTS) waiver can I use waiver funds to pay for diapers ? In most cases, No. Diapers and incontinence supplies are a Medicaid card covered service, so CLTS waiver funds cannot be used. During the transition to the new contract with J & B Medical some families were able to receive funding through the waiver (until May 1, 2010). This is no longer available. **Please note: If the quantity of incontinence supplies you need exceeds the limit that Medicaid will pay for, waiver funds may be used to purchase the rest of your supplies.**

Why did the Medicaid Program make this change? The Department of Health Services (DHS), which administers the Wisconsin Medicaid Program, needed to find ways to decrease the overall budget for the Medicaid Program. Moving to one vendor that charges a lower cost per item saves the Wisconsin Medicaid Program millions of dollars each year. In addition, DHS expected to improve customer service by using a vendor that could deliver supplies directly to families via the mail.

How can I give feedback? We encourage you to contact Forward Health Member Services at **1.800.362.3002**, Matt Fanale, Wisconsin Medicaid Program at **608.266.7415** or **Matthew.Fanale@wisconsin.gov** or, if your child is covered by a Medicaid waiver, contact Theresa Walske at 608.267.7285 or **Theresa.Walske@wisconsin.gov**.

If you have questions or cannot get your concerns resolved through J & B Medical, call your Regional Center for Children and Youth with Special Health Care Needs. To find the Regional Center closest to you call **800.642.7837**.