

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.

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, skin barrier swabs, 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.

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.

J & B Medical Supply's contact information is: 1.866.674.5850 or www.jandbmedical.com/.

Their office is open Monday - Friday from 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, and 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.

Can I receive samples from J&B? 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 initial 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. Under this new contract with J&B Medical, the limit on the number of diapers allowed per month under Medicaid has not changed.

What if I am not satisfied with the quality of the diaper? If the diapers 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 my child is covered by the Children's Long Term Support (CLTS) Waiver can I use waiver funds to pay for diapers ? No. Diapers and incontinence supplies are a Medicaid card covered service, so CLTS waiver funds cannot be used.

How can I give feedback? If you have concerns or questions that cannot be resolved by working directly with J&B Medical, call Forward Health Member Services at **1.800.362.3002.**

If you have questions or need help finding services contact the following organizations:

- [Regional Centers for Children and Youth with Special Health Care Needs](http://www.dhs.wisconsin.gov/cyshcn/index.htm)
www.dhs.wisconsin.gov/cyshcn/index.htm
- [Wisconsin First Step](http://www.wisconsinfirststep.com) , a 24-hour hotline and resource database, at 1-800-642-7837