

Medicaid Coverage for Diapers and Other Incontinence Supplies

Some children and youth use diapers or other incontinence supplies for a longer time than typically developing children. Some will use them throughout their lives. Learn how Medicaid can cover the cost of these supplies!

The medical term for diapers is *incontinence supplies*. This includes briefs (diapers that open on each side) and pull-up/pull-on type diapers. 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?

Wisconsin Medicaid will only be paying for diapers and other incontinence supplies for children ages 4 and older.

How Do I Order Diapers or Other Supplies for My Child?

To have these supplies covered by Wisconsin Medicaid, you must order your diapers through **J & B Medical Supply**. J & B Medical will deliver the supplies to your home every month.

**J&B Medical Supply can be reached from 7:00am - 5:00pm
(Monday - Friday) at 1-866-674-5850 or www.jandbmedical.com.**

What Do I Need to Do to Have Medicaid Cover these Supplies?

First contact your child's primary care provider and explain that you want to order diapers and/or other incontinence supplies through Medicaid.

Next, contact J&B Medical Supply and a nurse will talk with you about your child's supply needs. Be ready to give the intake staff your child's *ForwardHealth* card number, the name and address of your doctor, and an estimate of how many diapers your child uses each day. J&B Medical Supply will then contact your doctor directly to approve your order. You may 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 every month.

Can I Receive Samples From J&B?

Yes. After the intake process, you can request samples of the products so you and your child can decide which diapers will work best. *We encourage you to request samples of several different products before a month's supply is shipped to you.*

When requesting supplies, try to be as specific as possible to explain what works best for your child. You can share specific concerns, like needing extra absorbency at night, chafing or irritation with certain products, with the J&B nurse at intake.

What Brands or Types of Diapers are Available?

Under the Wisconsin Medicaid contract, J&B Medical Supply has only certain manufacturers and products available to families. They may not have the specific brand of diaper you used in the past, but they do have many options to choose from.

What Supplies Can J&B Provide to Us?

Some examples of supplies that are covered by Medicaid and available from J&B Medical are: **diapers (briefs and pull-up/pull-on), liners, disposable changing pads, gloves, barrier creams and ointments and catheters.** J&B will not provide wipes and reusable changing pads. If your child is enrolled in the CLTS Program you can have these products covered by CLTS. Talk with your child's service coordinator about this.

If my Child is Covered by the Children's Long Term Support (CLTS) Program 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. CLTS funds can be used to pay for products, like wipes and reusable pads, that are not available from J&B Medical.

What if the Products Don't Work for My Child?

If the diapers or other supplies you receive from J&B Medical do not work well for your child, the first step is to call J&B directly, ask to speak with a nurse 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, contact **Medicaid 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
- [Well Badger Health Resource Center](http://wellbadger.org) - wellbadger.org or 1-800-642-7837