



Indiana Medicaid Coverage of Incontinence, Ostomy, and Urology Supplies

Many individuals with special needs require incontinence supplies longer than typically developing children and, often, throughout their life. In Indiana, Medicaid will cover incontinence, ostomy, and urology supplies under the following conditions.

What are incontinence supplies?

Incontinence supplies include briefs (diapers), pull-ups, belted undergarments, under pads, bed pads, liners, gloves, and others. In some cases, wipes may be covered.

Does Medicaid cover the cost of incontinence, ostomy, and urology supplies?

Yes. To some extent Medicaid will cover the costs of these products. Incontinence supplies are covered up to but not exceeding \$162.50 worth of supplies per month (\$1950.00, annually). Therefore, the number of supplies covered may depend upon type, brand, and size of supplies.

There are no specific dollar limits for ostomy and urology supplies. The quantity of supplies provided must match with the need of the individual. If the insured is covered by an alternative primary insurance, that policy may stipulate the quantity or dollar limit of supplies covered.

At what age will Medicaid begin covering incontinence supplies?

Coverage of these supplies begins at age 3, provided a medically supported diagnosis exists.

Where does an Indiana Medicaid recipient purchase incontinence, ostomy, and urological supplies?

In Indiana, Medicaid has chosen two providers to supply these products. Those providers are Binson's Home Health Care Centers (1-888, 217-9610, www.binsons.com), and J & B Medical (1-866-674-5850, www.jandbmedical.com). Medicaid recipients must enroll with one of the providers. Contact each provider to discuss your specific needs and compare product availability and prices before enrolling with a specific provider.

Hoosier Healthwise recipients may have additional provider options for incontinence supply products. Please check your plan benefits before enrolling with or purchasing supplies from any provider.

Of note, Diaper King currently accepts all Hoosier Healthwise plans, HIP 2.0 and Hoosier Care Connect. Contact Diaper King at 1-866-614-7693 or <http://www.diaperkingclub.com/> for more information.

Individuals who have alternate primary insurance should consult their primary insurance company for information about benefits, providers, and coverage of incontinence, ostomy, and urological supplies.

I am covered by Medicaid. Do I need additional documentation to get coverage for these supplies?

Yes. In order to get coverage for incontinence, ostomy and urology supplies, one must first receive prior authorization. To do this, the prescribing physician must submit a prior authorization form, provide the patient with a prescription, and use a covered procedure code. A complete list of covered procedure codes is available at www.provider.indianamedicaid.com.

Once I qualify for supplies, what must I do to receive the supplies?

After prior authorization has been approved and you have compared the products and services offered by the providers, you must enroll in one of the programs. When you enroll, the provider will verify your coverage eligibility and a nursing assessment will be completed. Then, you may request product samples or begin ordering supplies.

How often will orders be processed?

Typically, once you enroll with a provider, orders will be processed every 30 days.

Are brand name products available? Will generic items be substituted for brand name products?

It is important to ask the provider about the availability of brand name products and generic-substitutions for those products before you enroll. Medicaid does not distinguish between brand name and generic items for the purpose of reimbursement. Therefore, providers are limited in their ability to provide brand name products when it becomes cost-prohibitive to do so. The providers will supply samples of products to customers before requiring orders and have stated that they will work with clients to provide the most appropriate products available.

If I am unhappy with the supplies I receive, what should I do?

Contact the provider immediately. In most cases, the provider will be able to resolve complaints and assist customers in finding appropriate alternatives. If you are unable to resolve the issue, you may contact Medicaid at 1-800-457-4584.

For more information about the Traditional Medicaid and Care Select providers, please see the attached chart.

For more information about the Medicaid Providers, see below:

	Binson's Home Health Care Centers	J & B Medical
Company Information	<p>26834 Lawrence Center Line, MI 48015</p> <p>Family owned and operated since 1953. National accreditation – ACHC, ISO 9001/2000 and ABC.</p> <p>Staff of registered nurses and enterostomal therapist (ET) to assess needs and assist with product selection.</p> <p>Providing home delivery services to Indiana residents.</p> <p>Medicaid, Medicare, and third party billing.</p> <p>Dedicated to better products, better services and better lives.</p>	<p>50496 West Pontiac Trail Wixom, MI 48393</p> <p>Experienced staff, top quality products. and exceptional service</p> <p>Distributes products and services to customers in the following markets:</p> <p>Medicaid programs (including home delivery), Medicare programs, clinics, hospitals, pharmacies, home health care agencies, surgery centers, and government institutions.</p> <p>Medicaid billing</p>
Hours of Operation	<p>8 a.m. - 6 p.m. EST Monday-Friday</p> <p>Experienced registered nurses and customer service representatives on call after hours for emergencies.</p>	<p>8 a.m. - 6 p.m. EST Monday-Friday</p> <p>Experienced nurse on call after hours for emergencies.</p>
Contact Information	<p>Toll-free: 1-888-217-9610</p> <p>Fax: 1-866-253-2976</p> <p>TTY/TDD: 1-800-566-8289</p> <p>Web site: www.binsons.com</p> <p>Enroll online by clicking Enrollment Form on the Web site.</p>	<p>Toll free: 1-866-674-5850</p> <p>Fax: 1-800-737-0012</p> <p>TTY/TDD: 1-866-520-9624</p> <p>Web site: www.jandbmedical.com</p> <p>Enroll online by clicking Enroll Online on the Web site.</p>
Language Services	<p>Language interpretation: 1-888-217-9610</p> <p>94 languages available plus language identification service.</p>	<p>Language interpretation: 1-866-674-5850</p> <p>Staff available who speak Spanish, Arabic, Polish, and Russian. Prior notice of language interpretation needs will save time.</p>
Emergency Access Procedures for Established Members	<p>1-888-217-9610</p> <p>Seven days a week 24 hours per day.</p> <p>Statewide and national provider network for after-hours emergency needs. Emergency needs will be assessed and an appropriate way to meet those needs provided.</p>	<p>1-866-674-5850</p> <p>Seven days a week, 24 hours per day.</p> <p>Emergency product needs will be assessed and an appropriate way to meet those needs provided.</p>