

Incontinence Supplies Transition to Single Vendor

July 2023

Incontinence Supplies Single Vendor Medicaid Policy Summary

The Vermont Medicaid program is contracting with a single vendor who will provide medically necessary incontinence supplies for Medicaid members. **This will provide one point of contact for members** to increase access, member support, product options, and distribution of incontinence supplies at a lower cost. Disposable incontinence supplies include the following products: diapers, briefs, (either pull-up or pull-on), under pads (i.e., Chuxs), underwear liner, guard, or shield.

The single contracted vendor will be the sole supplier for Medicaid incontinence supplies starting on August 15, 2023. Medicaid enrolled durable medical equipment providers may continue to provide incontinence supplies during this transition period to the effective date.

ActivStyle can work with family and/or primary care provider around any medically necessary specialized diapers/incontinence products a child needs. This includes ActivStyle supplying sample products for trialing.

Some children need more than 300 incontinence supplies a month. **Prior authorization for excess quantity is no longer required.** The primary care doctor needs to determine medical necessity and document for the amount requested over the 300 total supplies and maintain in the child's chart, The doctor will include these clinical notes and/or letter of medical necessity when submitting the prescription and standard written order to ActivStyle.

Effective Date: August 15, 2023

Vendor: ActivStyle is an Adapthealth company: <https://www.activstyle.com/>

Provider Referrals can be made by:

- **Email:** NewOrderCM@ActivStyle.com or **fax:** 1-888-614-4635
- **Include** the prescription, standard written order, and any other needed intake-related documentation
- [Provider Referral Form](#)

Families can facilitate their child's incontinence products transition- [ActivStyle Vermont Medicaid Incontinence Program](#) by:

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- [Enrolling with ActivStyle online](#) – They will receive a call back within 2 business days from an ActivStyle representative.
- **Calling ActivStyle at 1-800-506-1148**
 - During these calls ActivStyle will:
 - Assist in selecting products that meet their child’s needs and arrange to send samples, if necessary,
 - The ActivStyle Team will then verify insurance coverage and contact the child’s doctor/medical home for the required prescription,
 - A member of the team will call the family back to set up a monthly shipping date and get family approval to ship out the first order,
 - From then on ActivStyle, each month, will check in with family to reorder and, as required by Medicaid, verify the need for incontinence products.
- **Questions?**
 - [ActivStyle Vermont Medicaid Incontinence Program](#)
 - Customer Service 1-800-506-1148
 - Providers can call Gainwell Provider Services at 1-800-925-1706

Additional information

- [Clinical coverage criteria for incontinence supplies can be found here.](#)
- [Coverage limits for incontinence supplies can be found here.](#)
- Final policy 23-023: [Medicaid Incontinence Supplies](#)
- [DVHA Members Incontinence Supplies Web Site](#)
- [ActivStyle Vermont Medicaid Incontinence Program](#)

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From the September/October 2023 DVHA Advisory:

2023 DVHA ADVISORY

Procedure Code	Description
A4553	Non-Disposable Underpads, All Sizes
A4554	Disposable Underpads, All Sizes (Chux's)
T4521	Adult Sized Disposable Incontinence Product, Brief/Diaper, Small, Each
T4522	Adult Sized Disposable Incontinence Product, Brief/Diaper, Medium, Each
T4523	Adult Sized Disposable Incontinence Product, Brief/Diaper, Large, Each
T4524	Adult Sized Disposable Incontinence Product, Brief/Diaper, Extra Large, Each
T4525	Adult Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Small Size, Each
T4526	Adult Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Medium Size, Each
T4527	Adult Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Large Size, Each
T4528	Adult Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Extra-Large Size, Each
T4529	Pediatric Sized Disposable Incontinence Product, Brief/Diaper, Small/Medium Size, Each
T4530	Pediatric Sized Disposable Incontinence Product, Brief/Diaper, Large Size, Each
T4531	Pediatric Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Small/Medium Size, Each
T4532	Pediatric Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Large Size, Each
T4533	Youth Sized Disposable Incontinence Product, Brief/Diaper, Each
T4534	Youth Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Each
T4535	Disposable Liner/Shield/Guard/Pad/Undergarment, For Incontinence, Each
T4536	Incontinence Product, Protective Underwear/Pull-On, Reusable, Any Size, Each
T4537	Incontinence Product, Protective Underpad, Reusable, Bed Size, Each
T4539	Incontinence Product, Diaper/Brief, Reusable, Any Size, Each
T4540	Incontinence Product, Protective Underpad, Reusable, Chair Size, Each
T4541	Incontinence Product, Disposable Underpad, Large, Each
T4542	Incontinence Product, Disposable Underpad, Small Size, Each
T4543	Disposable Incontinence Product, Brief/Diaper, Bariatric, Each
T4544	Adult Sized Disposable Incontinence Product, Protective Underwear/Pull-On, Above Extra-Large, Each
T4545	Incontinence Product, Disposable, Penile Wrap, Each

Provider Resources

Provider Manuals: <http://www.vtmedicaid.com/#/manuals>

Provider Resources: <http://www.vtmedicaid.com/#/resources>

VT Medicaid Banner: <http://www.vtmedicaid.com/#/bannerMain>

Provider Enrollment Resources: <http://www.vtmedicaid.com/#/provEnrollDataMaint>

Updated September 26, 2023