

Incontinence Supplies from Medicaid or Dr Dynasaur Family Fact Sheet

September 2023

What are incontinence supplies?

- 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.
- There are some washable/reusable options for incontinence supplies.

Does your child have a medical need for an incontinence product such as diapers?

Some children have a medical condition that makes them unable to control urine and/or bowel movements. The medical term for an inability to control urine is incontinence.

Children who have incontinence, because of a **medical condition**, need to wear diapers for a short time, or sometimes for the rest of their life.

What will Medicaid and Dr Dynasaur pay for?

Medicaid/Dr Dynasaur will pay for **medically necessary** diapers, pull-ups, under pads and liners for children who have incontinence because of a **medical condition**. **The number of items per month depends on how old your child is and what their needs are.**

- Your child is under age three you must buy the first 150 diapers. If your child has incontinence, because of a medical condition, Medicaid/Dr Dynasaur will supply up to 150 diapers/incontinence products each month.
- For children over age three, with incontinence, because of a medical condition, Medicaid/Dr Dynasaur will supply up to 300 diapers/incontinence products per month.
- For children who are age six or older, Medicaid/Dr. Dynasaur will pay for up to 300 diapers/incontinence products per month. Children who use pull-ups need to be part of a training program to help them become continent.

How do I get diapers/incontinence products for my child?

1. Talk to your child's doctor. The doctor will help you figure out what incontinence supplies your child needs and how many.
2. The doctor will write a prescription for diapers or other incontinence supplies your child needs.
3. The prescription may have your child's main diagnosis, a diagnosis of incontinence, and the number of supplies needed for a month. Your doctor will write "diapers" or "pull-ups" on the prescription. Your child may need diapers, pull-ups, under pads, liners, or a combination of these supplies.
4. Vermont Medicaid has a contract with an incontinence supply vendor to supply all incontinence products to Medicaid members. This supplier is ActivStyle, which is an Adapthealth company. [ActivStyle Vermont Medicaid Incontinence Program](#)

Your child's doctor can make referrals/orders 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 the [process](#) by:

- [Enrolling with ActivStyle online](#) – You will receive a call back within two business days from an ActivStyle representative.
 - Calling ActivStyle at 1-800-506-1148
 - During these calls ActivStyle will:
 - Assist in selecting products that meet your 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 the family to reorder and, as required by Medicaid, verify the need for incontinence products.
5. ActivStyle can work with you around any medically necessary specialized diapers/incontinence products your child needs.

6. Some children need more than 300 incontinence supplies a month. Prior authorization for excess quantity is no longer required. Your child's 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.
7. As children get older, they grow, and may become more active. Talk to ActivStyle about the best product and size for your child.

If you have further questions:

- [ActivStyle Vermont Medicaid Incontinence Program](#)
 - Customer Service 1-800-506-1148
- Green Mountain Care Customer Support Center at 1-800-250- 8427
- Connect with your child's doctor, office care/health coordinator or case manager

Resources

- [DVHA Members Incontinence Supplies Web Site](#)
- Incontinence Supplies Single Vendor [Medicaid Policy Summary](#)
- [Clinical coverage criteria for incontinence supplies can be found here.](#)
- [Coverage limits for incontinence supplies can be found here.](#)
- [ActivStyle Vermont Medicaid Incontinence Program](#)
- Diapers and Pull-Ups from Medicaid and Dr. Dynasaur Family Fact Sheet/DVHA February 2015
- [Children with Special Health Needs \(CSHN\)](#)