

This *Update* has been revised since its original publication to correct the telephone numbers for J&B Medical Supply. Providers should not distribute copies of the previously-published *ForwardHealth Member Update* because it contains incorrect telephone numbers for J&B Medical Supply.



**Update**  
**October 2009**  
**No. 2009-69**

**Affected Programs:** BadgerCare Plus, Medicaid  
**To:** All Providers, HMOs and Other Managed Care Programs

## **New Contract for Incontinence and Selected Urological Supplies for Certain BadgerCare Plus and Medicaid Members**

As a result of the 2009-2011 Wisconsin biennial budget (2009 Act 28), which requires Wisconsin Medicaid to implement rate reforms, the Division of Health Care Access and Accountability (DHCAA) has signed a contract with J&B Medical Supply to provide specific incontinence and urological supplies to most BadgerCare Plus and Medicaid fee-for-service members. The contract begins on December 1, 2009, and will be implemented during a three-month transition period. Affected members will be required to receive supplies only from J&B Medical Supply. Providers who supply incontinence and urological supplies covered by the J&B Medical Supply contract to affected members on and after March 1, 2010, will not be reimbursed by ForwardHealth.

This *ForwardHealth Update* provides information about the contract and changes for prescribers, suppliers, and members due to the contract.

The 2009-2011 Wisconsin biennial budget (2009 Act 28) requires Wisconsin Medicaid to implement rate reforms. As a result, the Division of Health Care Access and Accountability (DHCAA) has signed a contract with J&B Medical Supply to provide specific incontinence and urological supplies to certain BadgerCare Plus and Medicaid fee-for-service members.

J&B Medical Supply is a disposable medical supplies (DMS) distributor offering a large selection of

incontinence and urological supplies that are delivered directly to the member's mailing address.

During December 2009, January 2010, and February 2010, J&B Medical Supply will work with the affected members to determine their supply needs and begin providing their supplies. By March 1, 2010, all affected members are required to receive incontinence and urological supplies only through J&B Medical Supply. Providers who supply incontinence and urological supplies covered by the J&B Medical Supply contract to affected members on and after March 1, 2010, will not be reimbursed by ForwardHealth. Members who need incontinence and urological supplies in the future will also be required to receive their supplies through J&B Medical Supply.

### **Members Included Under the J&B Medical Supply Contract**

Certain members will be required to receive incontinence supplies or urological supplies covered by the contract from J&B Medical Supply.

### ***Members Receiving Incontinence Supplies***

The following members are required to obtain incontinence supplies (such as diapers, pull-ons, and pull-ups) through J&B Medical Supply:

- Members enrolled in fee-for-service Medicaid.

- Members enrolled in fee-for-service BadgerCare Plus Standard Plan.
- Members enrolled in Wisconsin Well Woman Medicaid (WWWMA).
- Members enrolled in Express Enrollment (EE) for Children.
- Members enrolled in EE for Pregnant Women.

Members enrolled in any of the programs listed above, even if they are also enrolled in Medicare Part B, are **required** to obtain incontinence supplies through J&B Medical Supply.

The following members **are not required** to obtain incontinence supplies through J&B Medical Supply and may continue receiving supplies through their current supplier:

- Members who reside in a nursing home.
- Members enrolled in a state-contracted managed care organization (MCO) that covers incontinence supplies, such as the following:
  - ✓ BadgerCare Plus HMOs.
  - ✓ SSI MCOs.
  - ✓ Family Care.
  - ✓ Family Care Partnership.
  - ✓ Wraparound Milwaukee.
  - ✓ Children Come First.
  - ✓ Long term care MCOs.

Incontinence supplies are not covered for members enrolled in the BadgerCare Plus Benchmark Plan or the BadgerCare Plus Core Plan for Adults with No Dependent Children.

### ***Members Receiving Urological Supplies***

The following members are required to obtain selected urological supplies (such as catheters, drainage bags, or lubricant) through J&B Medical Supply:

- Members enrolled in fee-for-service Medicaid.
- Members enrolled in fee-for-service Standard Plan.
- Members enrolled in fee-for-service Benchmark Plan.

- Members enrolled in fee-for-service Core Plan.
- Members enrolled in WWWMA.
- Members enrolled in EE for Children.
- Members enrolled in EE for Pregnant Women.

The Benchmark Plan and the Core Plan do not cover most urological supplies in the J&B Medical Supply contract, but members are required to order lubricant from J&B Medical Supply since it is on the list of urological supplies covered by the J&B Medical Supply contract.

The following members **are not required** to obtain urological supplies through J&B Medical Supply:

- Members who reside in a nursing home for those urological supplies included in the nursing home daily rate.
- Members who are also enrolled in Medicare Part B. (These members may obtain urological supplies through the supplier of their choice.)
- Members enrolled in a state-contracted MCO that covers urological supplies, such as the following:
  - ✓ BadgerCare Plus HMOs.
  - ✓ SSI MCOs.
  - ✓ Family Care.
  - ✓ Family Care Partnership.
  - ✓ Wraparound Milwaukee.
  - ✓ Children Come First.
  - ✓ Long term care MCOs.

*Note:* Skin barriers and extension drainage tubing supplies must be ordered from J&B Medical Supply for members residing in a nursing home because those supplies are not included in the nursing home daily rate but are on the list of supplies covered by the J&B Medical Supply contract.

### ***Enrollment Verification***

Providers should verify a member's enrollment to determine if the member is required to obtain incontinence supplies, urological supplies, or both types of supplies only through J&B Medical Supply.

## **Supplies Covered by the J&B Medical Supply Contract**

The J&B Medical Supply contract covers certain incontinence and urological supplies, such as catheters, pull-ons, and disposable diapers.

Refer to Attachment 1 of this *Update* for a list of supplies covered by the J&B Medical Supply contract.

For dates of service (DOS) on and after March 1, 2010, providers will no longer be reimbursed for procedure codes for **incontinence** supplies covered by the J&B Medical Supply contract.

For DOS on and after March 1, 2010, providers will no longer be reimbursed for procedure codes for **urological** supplies covered by the contract with the exception of supplies billed on crossover claims for fee-for-service members also enrolled in Medicare Part B.

Providers may not collect payment from a member, or authorized person acting on behalf of the member, for covered services.

*Note:* Supplies used during an inpatient hospital stay are reimbursable as part of the hospital's Diagnosis-Related Group rate. Therefore, hospitals may continue obtaining supplies from their current supplier.

### ***Prior Authorization for Incontinence and Ostomy Supplies***

Prior authorization (PA) requests for incontinence and urological supplies for members whose supplies are covered under the contract are the responsibility of J&B Medical Supply. For DOS on and after March 1, 2010, PA will not be granted for incontinence and urological supplies for affected members if the request is submitted by a provider other than J&B Medical Supply. Currently approved PA requests for affected members will be terminated on March 1, 2010. New PA requests submitted for affected members will be returned to providers unprocessed.

## **Transitioning Affected Members to J&B Medical Supply**

During the three-month transition period, J&B Medical Supply will conduct outreach to members who currently receive incontinence or urological supplies. J&B Medical Supply will send notices and informational materials to members in the mail by ZIP code and follow up with additional outreach to members who do not respond to the mailings.

When J&B Medical Supply contacts the member, a nurse will conduct a nursing assessment via telephone with the member to determine the member's monthly needs for incontinence or urological supplies. Members may request samples of products to try before determining which products meet their needs.

After the member and J&B Medical Supply determine which products meet the member's needs, J&B Medical Supply will draft a prescription for the incontinence or urological supplies. J&B Medical Supply will fax the prescription to the member's prescribing physician. J&B Medical Supply is required to obtain a signed prescription before finalizing the member's products. Prescribing physicians are required to sign and date the prescription and return the signed prescription to J&B Medical Supply.

After J&B Medical Supply has obtained a signed prescription for the products the member has selected, J&B Medical Supply mails the supplies directly to the member's residence via Federal Express (FedEx) once a month.

### **Establishing Newly Affected Members with J&B Medical Supply**

During the three-month transition period and after the transition period has ended on March 1, 2010, providers are required to refer new members or members who now need incontinence or urological supplies to J&B Medical Supply. Members may call J&B Medical Supply at (866) 674-5850 or TTY (866) 520-9624.

Prescribing physicians are required to mail or fax a copy of the affected member's prescription to J&B Medical Supply.

When the member contacts J&B Medical Supply, a nurse will conduct a nursing assessment via telephone with the member to determine the member's monthly needs for incontinence or urological supplies. Members may request samples of products to try before determining which products meet their needs.

After the member and J&B Medical Supply determine which products meet the member's needs, J&B Medical Supply will draft a revised prescription for the incontinence or urological supplies if there is any discrepancy between the member's prescription and the needs identified in the nursing assessment. J&B Medical Supply will fax the prescription to the member's prescribing physician. J&B Medical Supply is required to obtain a signed prescription before finalizing the member's products. Prescribing physicians are required to sign and date the prescription and return the signed prescription to J&B Medical Supply.

After J&B Medical Supply has obtained a signed prescription for the products the member has selected, J&B Medical Supply mails the supplies directly to the member's house via FedEx once a month.

Attachment 2 contains an informational pamphlet that providers should distribute to members who are required to work with J&B Medical Supply for incontinence or urological supplies. ForwardHealth recommends that providers who frequently prescribe or distribute incontinence and urological supplies should keep copies of the pamphlet available for members who are required to obtain supplies through J&B Medical Supply.

## **Prescriptions for Incontinence and Urological Supplies**

The prescribing physician can fax a signed prescription to J&B Medical Supply at 1-800-737-0012 or mail a signed prescription to the following address:

J&B Medical Supply Co Inc  
50496 W Pontiac Trl  
Wixom MI 48393

Prescriptions are valid for one year. J&B Medical Supply will send reminders to prescribing physicians 60 days before a prescription expires and again at 30 days before a prescription expires if there is no response to the first reminder.

If a prescribing physician disagrees with a recommended type and quantity of product on the drafted prescription sent by J&B Medical Supply, the prescribing physician should call J&B Medical Supply at (866) 674-5850 to discuss concerns.

## **Member Nursing Assessment for Incontinence and Urological Supplies**

The member or the authorized person acting on behalf of the member needs the following information on hand when contacting J&B Medical Supply for the nursing assessment:

- Member's full name, street address, and telephone number.
- Member's date of birth.
- Name, address, and telephone number of the prescribing physician.
- Medical condition (or type of incontinence).
- Member identification number (listed on the Forward card, the ForwardHealth card, or ForwardHealth Core Plan card).
- Other health insurance coverage information.

Members currently receiving supplies should also know the size and type of supply used as well as the amount of each supply used during one month.

J&B Medical Supply cannot send supplies to a Post Office (P.O.) Box, so the member must provide a street address.

### **Information Regarding Managed Care Organizations**

This *Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate MCO. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

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# ATTACHMENT 1

## Procedure Codes for Incontinence and Urological Supplies Covered by the J&B Medical Supply Contract

The following tables list Healthcare Common Procedure Coding System procedure codes for incontinence and selected urological supplies covered by the J&B Medical Supply contract. These procedure codes will not be reimbursable for providers except J&B Medical Supply for dates of service (DOS) on and after March 1, 2010, except where noted.

<b>Incontinence Supply Procedure Codes Covered by the J&amp;B Contract</b>	
<b>Procedure Code</b>	<b>Description</b>
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
T4529*	Pediatric sized disposable incontinence product, brief/diaper, small/medium 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
T4536*	Incontinence product, protective underwear/pull-on, reusable, any size, each

\* These procedure codes are discontinued for all providers except J&B Medical Supply for DOS on and after March 1, 2010.

<b>Urological Supply Procedure Codes Covered by the J&amp;B Medical Contract</b>	
<b>Procedure Code</b>	<b>Description</b>
A4310*	Insertion tray without drainage bag; and without catheter (accessories only)
A4311*	Insertion tray without drainage bag; with indwelling catheter, foley type, two-way latex with coating (teflon, silicone, silicone elastomer or hydrophilic, etc.)
A4312*	with indwelling catheter, foley type, two-way, all silicone
A4314*	Insertion tray with drainage bag; with indwelling catheter, foley type, two-way latex with coating (teflon, silicone, silicone elastomer or hydrophilic, etc.)
A4315*	with indwelling catheter, foley type, two-way, all silicone
A4320*	Irrigation tray with bulb or piston syringe, any purpose
A4322*	Irrigation syringe, bulb or piston, each
A4326*	Male external catheter specialty type with integral collection chamber, any type, each
A4328*	Female external urinary collection device; pouch, each
A4331**	Extension drainage tubing, any type, any length, with connector/adaptor, for use with urinary leg bag or urostomy pouch, each
A4333*	Urinary catheter anchoring device, adhesive skin attachment, each

<b>Urological Supply Procedure Codes Covered by the J&amp;B Medical Contract (Cont.)</b>	
<b>Procedure Code</b>	<b>Description</b>
A4338*	Indwelling catheter; foley type, two-way latex with coating (teflon, silicone, silicone elastomer, or hydrophilic, etc.), each
A4340*	Indwelling catheter; specialty type, (e.g.; coude, mushroom, wing, etc.), each
A4344*	Indwelling catheter, foley type; two-way all silicone, each
A4349*	Male external catheter, with or without adhesive, disposable, each
A4351*	Intermittent urinary catheter; straight tip, with or without coating (teflon, silicone, silicone elastomer, or hydrophilic, etc), each
A4352*	Intermittent urinary catheter; coude (curved) tip, with or without coating (teflon, silicone, silicone elastomer, or hydrophilic, etc), each
A4357*	Bedside drainage bag, day or night, with or without anti-reflux device, with or without tube, each
A4358*	Urinary drainage bag, leg or abdomen, vinyl, with or without tube, with straps, each
A4402*	Lubricant, per ounce
A5112*	Urinary leg bag; latex
A5120**	Skin barrier, wipes or swabs, each

\* Urological supply procedure codes are reimbursable for J&B Medical Supply and on crossover claims for fee-for-service members who are also enrolled in Medicare Part B for DOS on and after March 1, 2010.

\*\* These procedure codes are **not included** in the nursing home daily rate and therefore must be obtained from J&B Medical Supply for members residing in a nursing home.

**ATTACHMENT 2**  
**Incontinence Supplies and Urological Supplies**  
**for Wisconsin Medicaid and**  
**BadgerCare Plus Members**  
**(for photocopying)**

(A copy of the November 2009 *ForwardHealth Member Update*, titled "Incontinence Supplies and Urological Supplies for Wisconsin Medicaid and BadgerCare Plus Members," is located on the following page.)

**Spanish** — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-866-520-9624 (V/TTY).

**Russian** — Если вам не всё понятно в этом документе, позвоните по телефону 1-866-520-9624 (V/TTY).

**Hmong** — Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-866-520-9624 (V/TTY).

**Laotian** — ພ້ອມຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາ ໂທຄະສັບຫາ 1-866-520-9624 (V/TTY).

**Affected Programs:** BadgerCare Plus, Medicaid

**To:** Members

## **Incontinence Supplies and Urological Supplies for Wisconsin Medicaid and BadgerCare Plus Members**

This notice explains how to get your incontinence supplies (such as diapers) and urological supplies (such as catheters) through a mail-order company called J&B Medical Supply. J&B Medical Supply will work with you and send the supplies directly to your home address.

### **Does this *Update* apply to me?**

The information in this *ForwardHealth Member Update* applies to you if you or your child has a problem with incontinence and you are enrolled in Medicaid or BadgerCare Plus.

### ***Do I need to order incontinence supplies from J&B Medical Supply?***

If you are enrolled in one of the following programs, you are required to get your incontinence supplies (such as diapers, pull-ons, and pull-ups) through J&B Medical Supply:

- Medicaid.
- Medicaid and Medicare Part B.
- BadgerCare Plus Standard Plan.
- Standard Plan and Medicare Part B.

- Wisconsin Well Woman Medicaid.
- Express Enrollment for Children.
- Express Enrollment for Pregnant Women.

The BadgerCare Plus Benchmark Plan and the BadgerCare Plus Core Plan for Adults with No Dependent Children do not cover incontinence supplies.

### ***Do I need to order urological supplies from J&B Medical Supply?***

If you are enrolled in one of the following programs, you are required to get your urological supplies (such as catheters) through J&B Medical Supply:

- Medicaid.
- Standard Plan.
- Wisconsin Well Woman Medicaid.
- Express Enrollment for Children.
- Express Enrollment for Pregnant Women.

If you are also enrolled in Medicare Part B, you are **not** required to get your urological supplies through J&B Medical Supply.

### ***Do I need to order any other supplies from J&B Medical Supply?***

If you are enrolled in one of the following programs, you are required to order lubricant (for use with medical supplies like catheters) from J&B Medical Supply:

- Benchmark Plan.
- Core Plan.

The Benchmark Plan and the Core Plan do not cover any other supplies in the J&B Medical Supply contract.

### ***Do I need to order supplies from J&B Medical Supply if I am in an HMO or an MCO?***

This notice does **not** apply to you if you are enrolled in an HMO or a managed care organization (MCO), like any of the following:

- A BadgerCare Plus HMO.
- A Supplemental Security Income (SSI) MCO.
- Family Care.
- Family Care Partnership.
- Wraparound Milwaukee (WAM).
- Children Come First (CCF).
- A long term care MCO.

If you become enrolled in an HMO or MCO, J&B Medical Supply will no longer be your supplier and you need to work with your HMO or MCO to receive your incontinence supplies.

### **Which supplies are available through J&B Medical Supply?**

Supplies that are available through J&B Medical Supply include the following:

- All incontinence catheters and accessories.
- Irrigation syringes.
- Skin barriers.
- Under pads.
- Incontinence pants.
- Pull-ons and pull-ups.

- Disposable diapers.
- Lubricant. (This is the only supply covered for Benchmark Plan and Core Plan members).

Please remember that Medicaid and BadgerCare Plus do **not** cover diapers or briefs for children **under four years of age**.

J&B Medical Supply has a large variety of incontinence supplies and they carry many different brands. Even so, the brand that you currently use may not be available. J&B Medical Supply can give you samples of different supplies and different brands to try before making your choice so that you can choose what is best for you.

### **How do I order supplies from J&B Medical Supply?**

To order supplies from J&B Medical Supply:

1. The doctor or nurse who prescribed your supplies will send the prescription to J&B Medical Supply.
2. Call J&B Medical Supply at **1-866-674-5850** or **TTY 1-866-520-9624** for a nursing assessment. A nurse will talk with you about your medical condition and the supplies you need each month.
3. If there is a difference between the prescription and the results of the nursing assessment, J&B Medical Supply will contact the doctor or nurse who prescribed the supplies to get his or her approval for your order.
4. Once your supply order is approved, J&B Medical Supply will send your supplies to your home every month.

From the time your order is approved, you should expect it to take from two to five business days to receive your first order.

### **What if I do not know which supplies I need or J&B Medical Supply does not have the brands I use?**

Talk to the nurse at J&B Medical Supply about your medical condition and the supplies you use or the

supplies you may need each month. J&B Medical Supply has many different supplies and brands. You can request samples of supplies to try them. J&B Medical Supply will mail these samples to your home at no cost to you.

Once you have figured out which supplies work the best for you, call J&B Medical Supply and tell them. J&B Medical Supply will contact the doctor or nurse who prescribed the supplies to get his or her approval for your order. Once your supply order is approved, J&B Medical Supply will work with you to set up monthly deliveries of supplies to your home address.

### **What information do I need to have when I call J&B Medical Supply?**

When you call J&B Medical Supply for the first time, you will need to tell them the following information:

- Your name, street address, and telephone number.
- The name, address, and telephone number of the doctor who prescribes your supplies.
- Your medical condition (or the type of incontinence).
- The products you need each month.
- Your ForwardHealth member identification number. (This is the 10-digit number listed on your Forward card or your ForwardHealth card.)
- Other health insurance that you have.

### **How does J&B Medical Supply deliver my supplies?**

J&B Medical Supply sends your supplies directly to your home once a month using Federal Express (FedEx). J&B Medical Supply will talk to you about what day of the month is the best time for you to receive your supplies. J&B Medical Supply will send your supplies at the same time every month.

FedEx does not deliver to Post Office (P.O.) Boxes, so if your mailing address is a P.O. Box, you must give J&B Medical Supply a street address where your supplies can be delivered.

### **What if my home address changes?**

If your address changes, you should call J&B Medical Supply right away. Call J&B Medical Supply at least 10 days before your scheduled delivery to tell them your new address so your supplies arrive at the new address on time.

### **What should I do if I receive the wrong supplies?**

Call J&B Medical Supply immediately if you receive the wrong supplies.

### **What should I do if I need emergency supplies?**

Call J&B Medical Supply with an emergency order **only** when your supplies may not last until the next delivery date.

### **Who should I contact if I have questions about my order?**

Call J&B Medical Supply at **1-866-674-5850** or **TTY 1-866-520-9624** with questions about your order.

Information about J&B Medical Supply is also available online at [www.jandbmedical.com/](http://www.jandbmedical.com/).