



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/Business Operations

Please do not reply to this message

TRANSMITTAL DATE: October 27, 2015

TOPIC: Incontinence Briefs: An ALTCS-Covered Benefit

All Qualified Vendors

The information in this message is for informational purposes only and was distributed to all DDD members in September 2015.

How many adult members do you support that are incontinent? Do you know who is paying for their incontinence briefs?

Since December 15, 2014, incontinence briefs are an ALTCS covered benefit for members 21 years of age and older in order to prevent skin breakdown when the member is incontinent due to a documented medical condition that causes incontinence of bowel and/or bladder. They are also called adult diapers and pull-ups. No more than 180 briefs are provided each month. If more are needed, the doctor must get approval from the health plan.

Medical conditions which may cause incontinence:

- Cognitive disability / intellectual disability with significant challenges
- Autism with significant challenges

Who can receive Incontinence Briefs?

- Members who are ALTCS eligible, AND
- Members who are 21 years of age and older, AND
- Members who have a medical condition which causes incontinence

How does an eligible member receive the Incontinence Briefs?

- The doctor writes and submits a prescription (including a diagnosis code for incontinence) to the durable medical equipment (DME) provider for the briefs, AND
- The doctor applies for and receives approval from the health plan, AND
- The health plan's durable medical equipment provider sends the member the briefs

Prescribing physicians and Support Coordinators can contact the Health Plan Liaison if they are not receiving timely responses from the DME provider, or have questions, concerns, or complaints about the DME provider's service or incontinence briefs received.

Plan	Liaison	Phone	E-mail / Additional Phone
AIHP	Marlene Cole	602.771.8953	MCole@azdes.gov
Care 1 st Health Plan	Ivette Blaise	602.778.1835	IBlaise@carefirst.com
	Member Services	602.778.1800	877.778.1855
Mercy Care Plan	Janet Holtz	602.453.6026	HoltzJ@aetna.com
	Member Services	602.263.3000	
United Healthcare Community Plan	Bobbie Tabor	602.255.1631	Bobbi_L_Tabor@uhc.com
	Member Services	800.348.4058	

Health Plan DME Providers

These providers should only be contacted if the member/family is sure that the prescribing physician has faxed the prescription (fax number below) and the DME provider has not called the member/family to initiate the benefit.

Plan	Provider	Fax	Phone
AIHP	Los Ninos Home Services	602.424.9884	602.424.9880
Care 1 st Health Plan	Preferred Home Services	480.505.5053	480.285.1296
Mercy Care Plan	Medline Home Care	866.202.1563	866.356.4997
United HealthCare Community Plan	Preferred Home Services	480.505.5053	480.285.1296

For additional information [an FAQ on Incontinence Briefs has been attached](#) to this email.

Any questions regarding this communication can be addressed to the Provider Relations Unit at 1-866-229-5553 or DDDProviderRelations@azdes.gov.

Thank you

**Incontinence Briefs for Members in the
ALTCS Program Who Are 21 Years and Older
REVISION DATE 9/21/2015**

1. Does this new change in benefit affect those under the age of 21?

No. This is a new benefit for members age 21 and older. There has not been any change to this benefit for those under the age of 21.

2. How does the member obtain incontinence briefs?

- The member needs to contact or visit his/her PCP.
- The PCP will write a prescription regarding the need for the incontinence briefs.
- The PCP will fax the prescription to the DME provider with identifying information about the member, a contact phone number, and documentation as why the member needs the briefs. The assigned DME provider are as follows:
 - UHC Provider – Preferred Home Services (Phone 480-285-1296, fax 480-505-5053)
 - Mercy Care Provider – Preferred Home Services (same as above)
 - Care 1st Provider – Preferred Home Services (same as above)
 - AIHP – Los Ninos Home Services (602-424-9880, fax 602-424-9884)
- The DME provider will contact the member/family and discuss sizing.
- The DME provider will send a sample kit to the family if needed.
- The family determines the correct size and contacts DME provider to let them know the size.
- The DME provider begins home delivery of the briefs.

5. For concerns and/or questions, who can the member/legal responsible person contact?

If member/legal responsible person has concerns and/or questions, they can contact their health plan's DDD liaison. Questions for a specific health plan can and should be addressed directly with the assigned health plan.

AHIP

Marlene Cole: 602-771-8953

Care1st Health Plan

www.care1st.com

Ivette Blaise: 602-778-1835

IBlaise@carefirst.com

Member Services: 602-778-1800 or 1-877-778-1855 (ONECare)

Mercy Care Plan www.mercycareplan.com

Janet Holtz: 602-453-6026

HoltzJ@aetna.com

Member Services: 602-263-3000

United Healthcare Community Plan

www.uhcommunityplan.com

Bobbie Tabor: 602-255-1631

[Bobbie L Tabor@uhc.com](mailto:Bobbie_L_Tabor@uhc.com)

Member Services: 1-888-348-4058

6. Can members continue to receive attendant care services (ATC) if they begin receiving this benefit?

Yes. Receiving the benefit of incontinence briefs will not affect hours of ATC services.