

**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 ໂທຮະສັບຫາ 1-866-520-9624 (V/TTY).

**Affected Programs:** BadgerCare Plus, Medicaid

**To:** Members

## Your Incontinence and Urological Supplies and Services Are Now Available Only Through J&B Medical Supply

You are getting this notice to let you know that soon you will need 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. You may begin getting your supplies through J&B Medical Supply on and after December 1, 2009, but by May 1, 2010, you will be required to get your supplies through J&B Medical Supply. At that time you will no longer be able to get your supplies through your health care provider or pharmacy. Please contact J&B Medical Supply before that date.

### Do I need to work with J&B Medical Supply for my supplies?

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

If you are enrolled in one of the following programs, you are required to get your incontinence supplies and urological supplies through J&B Medical Supply:

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

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:

- BadgerCare Plus Benchmark Plan.
- BadgerCare Plus Core Plan for Adults with No Dependent Children.

The Benchmark Plan and the Core Plan do not cover other incontinence and urological supplies.

Beginning on May 1, 2010, you will **not** be able to get these supplies through your current supplier or

pharmacy. You will need to contact the mail-order company J&B Medical Supply for your supplies.

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 will need to work with your HMO or MCO to receive your incontinence or urological 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 4 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. Call J&B Medical Supply at **1-866-674-5850** or **TTY 1-866-520-9624**. A nurse will talk with you about your medical condition and the supplies you need each month.
2. Then J&B Medical Supply will contact the doctor or nurse who prescribed the supplies to get his or her approval for your order.
3. 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 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/).