

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, ກະລຸນາໂທຣະສັບຫາ 1-866-520-9624 (V/TTY).

Affected Programs: BadgerCare Plus Standard Plan, Medicaid

To: Members

Your Incontinence 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) 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 incontinence supplies through J&B Medical Supply on and after December 1, 2009, but by May 1, 2010, you will be required to get your incontinence supplies through J&B Medical Supply. At that time you will no longer be able to get your incontinence supplies through your health care provider or pharmacy. Please contact J&B Medical Supply before that date.

Urological supplies (such as catheters) are also available through J&B Medical Supply. You may also order urological supplies from J&B Medical Supply.

Do I need to work with J&B Medical 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 the following programs, you are required to get your incontinence supplies through J&B Medical Supply:

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

Beginning on May 1, 2010, you will **not** be able to get incontinence supplies through your current supplier or pharmacy. You will need to contact the mail-order company J&B Medical Supply for your supplies.

J&B Medical Supply also delivers urological supplies. If it is convenient for you, you may also order urological supplies from J&B Medical or you may choose to get urological supplies from your current supplier or pharmacy.

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 supplies.

Which supplies are available through J&B Medical Supply?

Incontinence supplies that you are required to get from J&B Medical Supply include the following:

- Under pads.
- Incontinence pants.
- Pull-ons and pull-ups.
- Disposable diapers.

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.

Even though you are not required to get urological supplies from J&B Medical Supplies, you may choose to

order the following supplies through J&B Medical Supply:

- All incontinence catheters and accessories.
- Irrigation syringes.
- Skin barriers.

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/.