



Wisconsin  
Department of Health Services

Division of Long Term Care  
P-00693 (06/2014)

## A GUIDE TO INCONTINENCE SUPPLIES

### Where Can I Get Incontinence Supplies?

People enrolled in IRIS can use their Medical Assistance ForwardHealth benefit to purchase incontinence supplies. The Wisconsin vendor providing these supplies is J&B Medical Supply.

### What kinds of incontinence supplies can I get through J&B Medical Supply?

Available incontinence supplies include:

- Underpads
- Incontinence pants
- Pull-ons and pull-ups
- Disposable diapers/briefs
- Lubricant
- Incontinence catheters and accessories
- Irrigation syringes

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

Call J&B Medical Supply when you are ready to place an order.

### How can I place an order?

Call the phone numbers, below:

- English: 1-800-737-0045
- Spanish, Hmong, Laotian, Russian and TTY: 1-866-520-9624

A Nurse from J&B Medical Supply talks with you about your needs and requests to complete an intake assessment. Next, the nurse will assist you in obtaining the prescription for supplies from your doctor and gathering other necessary forms. After the paperwork is complete, J&B Medical Supply sets up a monthly home delivery date for incontinent supplies.

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

The first time you call J&B Medical Supply, you need to share:

- Your name, street address, and telephone number;
- The name, address, and telephone number of the doctor prescribing your supplies;
- Your medical condition (or type of incontinence);
- The products you need delivered by J&B Medical Supply;
- Your ForwardHealth card number (10-digit number); and
- Information about your other health insurance information (if applicable).

### What if I don't know which supplies I need?

During the initial assessment, the J&B Medical Nurse provides you with suggestions of products that may work for you. You may ask for samples of different supplies, to see what works best for you.



**How do I receive my supplies from J&B Medical Supply?**

When you place your order, you decide what day of the week works best for delivery. Your supplies are delivered by Federal Express (FedEx), to your home, on the same date each month.

FedEx only delivers to street addresses. If your mailing address is a P.O. Box, please provide J&B Medical Supply a street address for supply delivery.

**How long will it take to get my supplies from J&B Medical Supply?**

Once your order is approved, it takes between two and five business days to receive your order.

**What if I need emergency supplies?**

You can call J&B Medical Supplies for an emergency order, only if your supplies will run out before your next delivery.

**What if something is wrong with my order?**

If something is wrong with your order, then call J&B Medical Supply immediately.

**What if my delivery address changes?**

If you move, or if you need to change your delivery address, then call J&B Medical Supply. Please call them at least 10 days before the address changes.

**What if J&B Medical Supply doesn't carry a brand I use?**

J&B Medical Supply carries a variety of incontinence supplies. You can contact them and request samples of different brands to find one that works best.

If a specialty product is needed, then you may seek a prior authorization from J&B Medical Supply for an off-contract product. However, you must meet all of the following requirements:

- Sample all possible J&B Medical Supply products;
- Experience complications with the use of those samples, documented by a J&B Medical Supply Nurse and your physician;
- Submit a physician's letter to J&B Medical Supply indicating which products did not work, the medical reason(s) they did not work, the new product that is needed, and medical documentation about why the new product best meets your need(s); and
- Receive approval or Prior Authorization from J&B Medical Supply and Forward Health.

IRIS Waiver funds may not be used to purchase incontinence supplies.

**Questions?**

If you have any questions, then call:

- J&B Medical Supply at: 1-866-674-5850 or 1-866-520-9624 TTY
- ForwardHealth at 1-800-362-3002

