

# Incontinence and Urological Supplies

## Member Access Through ForwardHealth

ForwardHealth contracts with **J&B Medical** to provide incontinence and urological supplies for Wisconsin Medicaid. Incontinence supplies are normally only for members who are at least 4 years old. Covered supplies include **barrier creams, catheters, diapers, liners**, and more.

Contact **J&B Medical** directly to access supplies if you are enrolled in one these fee-for-service programs:

- Fee-for-service Medicaid
- Fee-for-service BadgerCare Plus
- Wisconsin Well Woman Medicaid
- Express Enrollment for Children
- Express Enrollment for Pregnant Women
- IRIS (Include, Respect, I Self-Direct)

If you are not sure what program you are enrolled in, call **ForwardHealth Member Services** at **800-362-3002**.

### To Get Your Supplies

Contact **J&B Medical** by completing **J&B Medical's** online intake form at [jandbmedical.com/become-a-member](http://jandbmedical.com/become-a-member) or calling **J&B Medical**. Have your insurance information and your doctor's name, address, and phone number ready.

### What Happens Next

A nurse at **J&B Medical** will complete a needs assessment with you. If the supply brand you prefer is not available, the nurse will recommend similar products for you to choose. They can send you samples to try. **J&B Medical** will work with your doctor to get a prescription for your supplies.

### If You Have a Problem With the Products or Shipment

- 1 First contact **J&B Medical** through your J&B Medical web portal account or by phone. **J&B Medical** will work with you to fix the problem.
- 2 If your problem is not fixed, call **ForwardHealth Member Services** at **800-362-3002**.

### What if I am enrolled in a commercial HMO and ForwardHealth?

You still need to get your supplies through **J&B Medical** if you are enrolled in one of the above programs **and** a commercial HMO.

### What if I am enrolled in Medicare Part B and ForwardHealth?

Contact **J&B Medical** directly to access **incontinence supplies** if you are enrolled in Medicare Part B **and** fee-for-service Medicaid. You may get **urological supplies** through **J&B Medical** or another company.

### What if I am enrolled in a Medicaid HMO, managed care program, Family Care, Family Care Partnership, or Program of All-Inclusive Care for the Elderly?

Contact the program you are enrolled in directly to ask how to access supplies.

## Ways to contact J&B Medical and ForwardHealth



Your **J&B Medical** web portal account:

[portal.jandbmedical.com](http://portal.jandbmedical.com)

You can set up a new web portal account here if you are a **J&B Medical** member.



**J&B Medical**

Phone: 800-737-0045,  
7 a.m.–6 p.m. Central Time

**ForwardHealth Member Services**

Phone: 800-362-3002,  
8 a.m.–6 p.m. Central Time



**J&B Medical**

Fax: 800-737-0012



**J&B Medical**

TTY: 866-520-9624,  
7 a.m.–6 p.m. Central Time