

**Overview for Incontinence Supplies**  
Diapers, Pull-Ons, Liners, Underpads and Wipes

The Oklahoma Health Care Authority (OHCA) will process Prior Authorization Requests (PARs) for children ages 4-20, under their Title XIX benefits.

People First Industries will be the only SoonerCare provider for these incontinence supplies.

**What you, as the member's physician, need to do:**

1. Obtain a copy of the required form **HCA-52** (Physician Order for Incontinence Supplies) located at [www.okhca.org](http://www.okhca.org), Providers, Forms, scroll to the correct form.
2. Complete the **TOP** portion of form HCA-52 with the required information (listed below).
3. Write a **letter of medical necessity** (LMN) for quantities over the typical amounts (noted below). Please provide details of the member's medical diagnosis / condition related to incontinence supplies.
4. FAX the completed form and LMN to the FAX # listed on the HCA-52 form.

**The HCA-52 Form** (Physician Order for Incontinence Supplies):

**TOP PORTION MUST BE COMPLETED BY A SOONERCARE**  
**CONTRACTED PHYSICIAN'S OFFICE**

Section I: Physician Information must be completed in full or it will not be accepted

Section II: Member Information must be completed in full or it will not be accepted

Section III: Weight in lbs.

Mark type of incontinence

Expected Length of Need

Section IV: Diagnosis:

- A single diagnosis of **ONLY** urinary incontinence, fecal incontinence or enuresis is inadequate for this service  
**\*MUST ALSO HAVE\***
- Diagnosis of an underlying chronic medical condition that involves or results in loss of bladder or bowel control for incontinence supplies

Section V: Mobility Section must be completed

Section VI: Cognitive Function

- **Able to communicate needs by one of these methods:**
  - ✓ To identify the need to remove pull-ons in order to urinate/defecate
  - ✓ To independently care for his/her toileting needs
  - ✓ To notify a caregiver of the need through vocalization, gestures, facial expressions, physical movement, sign language or via a communicative device

Section VII: Absorbent Products and typical quantities:

- **Diapers:**
  - Incontinence items attached with tabs. Pads or liners may be used inside to increase absorbency
  - Most children average 4-6 per day or up to 180 per month
- **Pull-ons:**
  - Incontinence items that do not attach with tabs and are a slip-on item. Pull-ons are not intended to be used on top of diapers. Pads or liners may be used inside to increase absorbency.
    - Member must be ambulatory
    - OR**
    - Have one of the cognitive functions noted in Section VI above
  - Allowed up to 150 per month when only Pull-ons are used

**If member uses a combination of pull-ons and diapers the units will be reduced to a maximum combination of 6 changes per day**

- **Liners/Shields/pads:**
  - Are worn inside each of these products to increase absorbency
  - Allowed up to 150 per month in combination of these codes.
- **Disposable Under pads:**
  - Flat pads with an absorbent layer on one side and a moisture barrier on the other. These are discarded when soiled.
  - Allowed up to 60 under pads per month.
- **Reusable Under pads:**
  - Flat pads which are washable and used again.
  - Limited to 2 of either bed or chair size per month.
  - Parent will need to indicate size preference each month to People First.

- **Wipes:**
  - Wet or moist towelette used during diaper changes
  - Maximum allowed is 5 cases per year (2880 units)
  - The purpose of disposable wipes is to clean the skin. Other items such as the diaper, toilet paper, paper towels and washcloths can be used to initially clean them ember then disposable wipes can be used to clean the skin

**Non-Covered Items**

- Reusable underwear/pull-on
- Reusable briefs/diapers
- Diaper Service for reusable diapers
- Feminine hygiene products which are not designed to absorb urine or fecal content and do not protect the skin as incontinence supplies do

**The BOTTOM section of the HCA-52 form will be completed by People First Industries and submitted to the MAU for processing the PAR.**

People First Industries will review the HCA-52 for completeness. If the form had missing or incorrect information the form will be returned to the provider noting the areas that need correction or completion.

What you need to do if request is returned to you:

1. Review the Return to Provider Notice to locate the section needing attention
2. Make the necessary corrections or completion of the HCA-52 (Physician Order for Incontinence Supplies) form
3. FAX the HCA-52 form (with the LMN if necessary) to People's First Industries at 1-580-924-1925.

**Renewal Documentation Requirement:**

When it is time for a new PAR to be submitted for continuation of supplies you will follow the same steps listed on page 1

**Changes to size of diaper:**

The parent will need to contact People First @ 1-866-895-9956 to update their child's information

**Adding To or Amending Initial Order:**

If the physician is ordering additional services that were not on the initial order or increasing units for services already approved the physician will need to do one of the following:

- Submit a signed and dated order detailing what additional services are being requested along with a letter of medical necessity to PFI
- Add or amend the original HCA-52 and initial and date the change and submit it along with a letter of medical necessity to PFI

# Frequently Asked Questions (FAQs) for Incontinence Supplies

**Effective July 1, 2015, SoonerCare began covering certain incontinence supplies (diapers, pull-ons, wipes, underpads and liners) for children ages 4-20. The only approved source for these supplies is People First Industries (PFI).**

## **1. What kind of incontinence supplies may my child get?**

The supplies your child may get will be based on the child's needs. Your child's doctor and PFI will work with you to help you figure out those needs. There will be limits on the supplies your child will be able to get. All supplies will be prior authorized. **Your child could get a combination of diapers, pull-ons, wipes, underpads and/or liners.**

## **2. How many of these supplies may my child get?**

Each prior authorization (PA) request is looked at individually to figure determine the child's needs. The Oklahoma Health Care Authority's (OHCA) Medical Authorization Unit will review the doctor's order to determine the amount of products needed based on medical necessity.

## **3. Who do I talk to about getting a prior authorization for these supplies?**

There is an OHCA form called the HCA-52 for your child's doctor to fill out. This will tell SoonerCare about your child's needs. Call the doctor's office to ask them to start the process. Remember, it must be medically necessary for your child to have these supplies in order for SoonerCare to pay for them. Your doctor can fax the information to PFI to begin the authorization process. Their fax number is 844-845-1076 or 580-920-1753.

## **4. How do I find out about the status of my child's prior authorization request?**

Call PFI at 866-895-9956.

## **5. Where do I get incontinence supplies?**

People First Industries is the only supplier OHCA will be working with to furnish incontinence supplies for children. If your child's incontinence supplies are approved, PFI will contact you to figure out what your child will need and confirm your delivery address. Their phone number is 866-895-9956.

## **6. What if People First Industries does not supply what my child needs?**

Contact PFI to see if there is another product that may work for your child. PFI will work with you by sending sample products for your child to try.

## **7. What if the incontinence supplies I get don't work for my child?**

Contact PFI and let them know. They will work with you to find a different product for your child. Their toll-free phone number is 866-895-9956.

## **8. What if I need more incontinence supplies than what is on the prior authorization?**

Contact your child's doctor to let them know there has been a change and why there are additional needs.

## **9. My child has outgrown the diapers I'm being supplied. What do I do?**

Contact PFI and let them know you need a different size. They will work with you to figure out your child's needs.

## **10. What do I do if I run out of supplies?**

Contact PFI at 866-895-9956.

## **11. My child is getting ready to turn 21. I understand SoonerCare does not cover diapers after age 20. How do I get my child supplies?**

If your child is eligible for one of the home and community based waivers, contact the case manager to discuss supplies being added to the plan of care. If your child is not eligible for one of the waivers, check with local support groups or 2-1-1 for resources.

If you have any other questions, please contact PFI toll-free at 866-895-9956.