

P & P Directive 14-18

Subject: Incontinence Supplies

Date: December 10, 2014

Action: Please distribute to all area office staff

Submitted by: Susan Bolt, RN

An electronic referral must be made in Phoenix for all current CLTC waiver and program participants who have a **new** need for Incontinence Supplies. When the Incontinence Supplies application is created, it will be assigned to the CLTC worker (Case Manager or Nurse Consultant) or Contract Case Manager assigned to the CLTC waiver or program application. The assigned worker will receive a notification on his/her dashboard of this assignment.

When this application has been made, the Provider Service Choice form will be printed and mailed by Community and Facility Services staff.

The assigned CLTC worker will complete the Incontinence Supplies phone assessment for new Incontinence Supplies applicants based on information received from the Participant or Primary Contact via the most recent phone contact and/or most recent waiver or program assessment.

When the completed Service Provider Choice List is received from the participant/ primary contact, the assigned worker will create a referral to the provider of choice following current CLTC Policy and Procedure.

Once the provider notifies the assigned worker that the MD Certification of Incontinence Form has been received, the assigned worker will create an authorization based on the level of incontinence coded in the most recent CLTC assessment or the updated assessment comments.

Participants approved for Incontinence Supplies may receive diapers OR briefs AND med pads AND incontinence pads if needed based on the level of incontinence.

The CLTC waiver or program assessment incontinence information must be updated by the assigned worker when requests are made for increases in the amount of Incontinence Supplies related to a change in the participant's level of incontinence. If the request for an increased amount of Incontinence Supplies is not being made in conjunction with a re-evaluation assessment, the changes in the participant's level of incontinence must be noted in the comment section of the most recent assessment under Bladder/Bowel tab in Phoenix.

- **For waiver participants age 21 and over and CPCA program participants who are in need of increased Incontinence Supplies related to an increase in the level of incontinence**, the assigned Case Manager/ Nurse Consultant will use the normal prior approval process to make the request up to the State Plan Medicaid limits. No exceptions to the State Plan limits will be granted for CLTC waiver participants age 21 and over. A new Incontinence Supplies phone assessment is not required. The Case Manager/ Nurse Consultant will complete a "new

request” in the prior approval section of the service plan in Phoenix. The request will be reviewed/approved by the designated area office approvers.

- **For children up to age 20 who require increased Incontinence Supplies above the State Plan limits**, the assigned Nurse Consultant or Case Manager will update the most recent waiver or program assessment by adding comments in the comments section of the most recent assessment under the “bowel/ bladder tab.” The assigned worker will send an email to **Murray Goode, Kimberly Walker and Debbie Miller to request the increased supplies. The email should include the participant’s CLTC #, name and amount and type of incontinence supplies being requested. Do not include the participant’s name or other identifying information in the subject line of the email.** One of them will respond to the request after reviewing the participant’s record. If approval is received, the assigned CLTC worker will submit a prior approval request using the regular prior approval process. The CLTC worker will indicate in the justification comments which Central Office worker approved the request, using first and last name, and the actual amount of Incontinence Supply products being requested. Phoenix will only allow the assigned worker to enter a maximum of 1 case in the “Request” column. The approver may enter the actual amount requested/ approved in the “Review” column.
- The request and response will be documented in the participant’s narrative by the assigned worker.

Incontinence Supplies applications for Applicants on the processing list will be assigned to an Incontinence Supplies specialist. These applications will be transferred to the assigned CLTC worker when the applicant is enrolled in a CLTC waiver or program.

For participants of all ages who are terminated from a CLTC waiver or program and continue to need Incontinence Supplies, the Nurse Consultant or Case Manager will re-assign the Incontinence Supplies application to **Danita Goodman**. No email or phone call is required as she will receive a notification on her dashboard.