

MVP FASTFAX

News for West Region – Rochester/Buffalo Providers

New York State Department of Health Incontinence Supply Management Program

Effective September 1, 2016, the New York State Department of Health (DOH) began a new Incontinence Supply Management Program for all Medicaid recipients. This program applies to all MVP's Medicaid Managed Care and Harmonious Health Care Plan (also known as Health and Recovery Plan (HARP)) members. The Incontinence Supply Management Program establishes reduced costs for incontinence products, including medically necessary disposable and reusable diapers, liners and underpads, and minimum quality standards for adult and youth size diapers.

As established by the DOH, the minimum quality standards for adult and youth sized diapers dispensed to MVP's Medicaid Managed Care and HARP members are as follows:

- No plastic (non-breathable) backed products;
- Rewet rate of <2.0 g;
- Rate of Acquisition (ROA) of <60 seconds;
- Retention capacity of >250 g;
- Presence of breathable zones with a minimum value of >100 cubic feet per minute (cfm); and
- Presence of a closure system which allows for multiple fastening and unfastening occurrences.

Supplies purchased from the DOH's preferred vendor, Twin Med, LLC will meet these standards. Providers may continue to purchase from other incontinence products suppliers provided that such alternative supplier's products can be certified by an independent laboratory to meet the DOH minimum quality standards.

MVP participating providers that choose to purchase incontinence products from an alternative supplier are responsible for (1) ensuring such incontinence products meet the DOH's minimum quality standards; (2) maintaining documentation from an independent laboratory certifying that such minimum quality standards are in fact met; and (3) updating such documentation on an ongoing basis, including re-certification by an independent laboratory, anytime DOH revises the minimum quality standards.

All such independent laboratory documentation must be provided to MVP upon request.

MVP participating providers are required to follow the DOH's Incontinence Supply Management Program for MVP Medicaid Managed Care or HARP members. MVP reserves the right to deny payment for or recoup payment for incontinence products provided to MVP Medicaid Managed Care or HARP members that do not meet the DOH's minimum quality standards or that were provided by a participating provider who is not adequately maintaining the appropriate independent laboratory certification documentation.

Questions? Please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 a.m. – 5:00 p.m. Eastern Time at 1-800-684-9286.

