

# 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.