

## Incontinence Supplies Policy, Professional

### IMPORTANT NOTE ABOUT THIS REIMBURSEMENT POLICY

You are responsible for submission of accurate claims. This reimbursement policy is intended to ensure that you are reimbursed based on the code or codes that correctly describe the health care services provided. UnitedHealthcare Community Plan reimbursement policies use Current Procedural Terminology (CPT®\*), Centers for Medicare and Medicaid Services (CMS) or other coding guidelines. References to CPT or other sources are for definitional purposes only and do not imply any right to reimbursement. This reimbursement policy applies to all health care services billed on CMS 1500 forms and, when specified, to those billed on UB04 forms. Coding methodology, industry-standard reimbursement logic, regulatory requirements, benefits design and other factors are considered in developing reimbursement policy. This information is intended to serve only as a general reference resource regarding UnitedHealthcare Community Plan's reimbursement policy for the services described and is not intended to address every aspect of a reimbursement situation. Accordingly, UnitedHealthcare Community Plan may use reasonable discretion in interpreting and applying this policy to health care services provided in a particular case. Further, the policy does not address all issues related to reimbursement for health care services provided to UnitedHealthcare Community Plan enrollees. **Other factors affecting reimbursement supplement, modify or, in some cases, supersede this policy. These factors include, but are not limited to: federal &/or state regulatory requirements, the physician or other provider contracts, the enrollee's benefit coverage documents, and/or other reimbursement, medical or drug policies.**

Finally, this policy may not be implemented exactly the same way on the different electronic claims processing systems used by UnitedHealthcare Community Plan due to programming or other constraints; however, UnitedHealthcare Community Plan strives to minimize these variations.

UnitedHealthcare Community Plan may modify this reimbursement policy at any time by publishing a new version of the policy on this Website. However, the information presented in this policy is accurate and current as of the date of publication.

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### Application

#### This reimbursement policy applies to UnitedHealthcare Community Plan Medicaid Product

This reimbursement policy applies to services reported using the 1500 Health Insurance Claim Form (a/k/a CMS-1500) or its electronic equivalent or its successor form. This policy applies to all products and all network and non-network physicians and other qualified health care professionals, including, but not limited to, non-network authorized and percent of charge contract physicians and other qualified health care professionals.

### Policy

#### Overview

This policy identifies circumstances in which UnitedHealthcare Community Plan will reimburse suppliers for incontinence supplies and the maximum amount of supplies that will be reimbursed per month.

#### Reimbursement Guidelines

For the purposes of this policy, incontinence supplies have been split into two subgroups. Group 1 includes disposable diapers, briefs, protective underwear, pull-ons, liners, etc. Group 2 includes Disposable underpads (commonly called chux). The HCPCS codes for each supply within a group that is addressed in this policy are listed below. Washable (non-disposable) items are not addressed in this policy.

#### HCPCS Group (1) Codes

T4521	T4522	T4523	T4524	T4525	T4526	T4527	T4528	T4529	T4530
T4531	T4532	T4533	T4534	T4535	T4543	T4544	T4545		

### HCPCS Group (2) Codes

A4553	A4554	T4541	T4542
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Claims for incontinence supplies must contain more than one ICD-10 diagnosis code. An ICD-10 diagnosis code from the Incontinence Supplies ICD-10 Diagnosis Codes List *and* an ICD-10 diagnosis code reflecting the condition causing the incontinence must both be present on the claim. If one or more of the ICD-10 diagnoses on the Incontinence Supplies ICD-10 Diagnosis Codes List are the ONLY diagnosis code(s) on the claim all incontinence supplies will be denied.

### Incontinence Supplies ICD-10 Diagnosis Codes

F98.0	F98.1	N39.3	N39.41	N39.42	N39.43	N39.44	N39.45	N39.46	N39.490
N39.491	N39.492	N39.498	R15.2	R15.9	R30.1	R32.	R39.2	R39.81	R39.89
R39.9									

Claims for incontinence supplies must meet state specific age requirements.

### Incontinence Supplies State Specific Age Requirements

State	Beginning Age	Ending Age
Arizona	0	999
California	5	999
Wisconsin	4	999
Florida Healthy Kids	4	20
Florida Long Term Care	18	125
Florida MMA	4	20
Florida MMA (Comprehensive)	18	125
Kansas	5	999
Maryland	3	999
Massachusetts	3	999
Mississippi	3	999
Missouri	4	999

State	Beginning Age	Ending Age
Nebraska	3	999
North Carolina	3	999
Ohio	3	999
Pennsylvania	3	999
Rhode Island	3	999
Tennessee	3	999
Texas	3	999
Virginia	3	999
Washington	3	999
New Jersey	3	999
Minnesota	0	999

**Unless a different amount is outlined in the State Maximums Section or the State Exceptions Section, a maximum of 300 individual units/items from the Group 1 supplies will be allowed per member per month.** This equates to 9-10 disposable incontinent supply items per day or one every 2 ¼ - 2 ½ hours.

All Group 1 codes are monthly aggregates, regardless of a member requiring a change in size during the month. The maximum amount of each size per member per month is not allowed. Once the maximum unit/item count of Group 1 has been met, documentation showing medical necessity for exceeding the limit must be submitted before payment for any exceeding the maximum will be considered. Orders for all supplies must be submitted with the appropriate HCPCS code for the size provided.

If a member does not require incontinence supplies in Group 1, then no supplies in Group 2 will be reimbursable. If the member does require supplies from Group 1, then the Group 2 supplies will be allowed. **Unless a different amount is**

outlined in the **State Maximums Section** or the **State Exceptions Section**, a maximum of **300 individual units/items from the Group 2 supplies** will be allowed per member per month.

See above for a list of acceptable HCPCS Group 1 and Group 2 Supplies codes.

Vendors are not to schedule automatic shipment of incontinence supplies. Prior to each shipment, the vendor should contact the member or caregiver to determine the quantity of supplies on hand and the appropriate size and date for shipment. The delivery date should not be prior to the member having 15 days of supplies available. An order should not contain more than 30 days' worth of supplies. Delivering items where standard packaging exceeds 45 days or more supply is not permitted. Stockpiling of supplies is not allowed.

**Group 1 HCPCS Codes State Maximums (authorization may be required based on benefits and provider manual)**

<b>180/month</b>	VA, AZ LTC members 21 years of age and older.
<b>186/month</b>	KS, MS
<b>192/month</b>	KY
<b>200/month</b>	NJ, TN, WA
<b>210/month</b>	DC
<b>240/month</b>	AZ LTC members under 21 years
<b>250/month</b>	MA, MD, TX
<b>300/month</b>	MN, NC, NE, OH, PA, RI, WI

**Group 2 HCPCS Codes State Maximums (authorization may be required based on benefits and provider manual)**

<b>100/month</b>	MN
<b>150/month</b>	RI
<b>180/month</b>	VA, AZ LTC members 21 years of age and older
<b>186/month</b>	KS, MS
<b>200/month</b>	NJ, TN, WA
<b>210/month</b>	DC
<b>240/month</b>	AZ LTC members under 21 years
<b>250/month</b>	MA, MD, TX
<b>300/month</b>	NC, NE, OH, PA, WI

**State Exceptions**

<b>Arizona</b>	Arizona plans AZHCCCS and AZDDD are exempt from this policy as their incontinence supplies are handled via capitation thru a specified vendor. Arizona LTC is subject to this policy effective 07/01/2022.
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**State Exceptions**

California	<p>Per California Medicaid, only codes from the Incontinence Supplies ICD-10 Diagnosis Codes List are acceptable as a secondary diagnosis</p> <p><b>California Medicaid Incontinence Supplies ICD-10 Diagnosis Codes</b></p> <table><tr><td>F98.0</td><td>F98.1</td><td>N39.3</td><td>N39.41</td><td>N39.42</td><td>N39.43</td><td>N39.44</td><td>N39.45</td><td>N39.46</td><td>N39.490</td></tr><tr><td>N39.491</td><td>N39.492</td><td>N39.498</td><td>R15.2</td><td>R15.9</td><td>R30.1</td><td>R32</td><td>R39.2</td><td>R39.81</td><td>R39.82</td></tr><tr><td>R39.89</td><td>R39.9</td><td colspan="8"></td></tr></table> <p>Per State Regulations</p> <ul style="list-style-type: none"><li>Codes T4525, T4526, T4527, T4528, T4541, T4542 and T4544 are limited to 120 units in a 27 day period</li><li>Codes T4522 and T4524 are limited to no more than 192 units in a 27 day period</li><li>Codes T4521, T4529, T4530, T4531, T4532, T4533, T4534 and T4543 are limited to no more than 200 units in a 27 day period</li><li>Code T4523 is limited to no more than 216 units in a 27 day period</li></ul>	F98.0	F98.1	N39.3	N39.41	N39.42	N39.43	N39.44	N39.45	N39.46	N39.490	N39.491	N39.492	N39.498	R15.2	R15.9	R30.1	R32	R39.2	R39.81	R39.82	R39.89	R39.9								
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R39.89	R39.9																														
Colorado	Colorado is exempt from this policy.																														
Florida	<p>Incontinence Supplies may be reimbursed up to a <b>combined</b> total of 200 units.</p> <p>Florida Long Term Care (LTC), Home and Community Based Services (HCBS) are excluded from this policy due to state requirements.</p>																														
Hawaii	<b>Hawaii is exempt from this policy .</b>																														
Indiana	Indiana is exempt from this policy as their incontinence supplies are handled via benefit configuration.																														
Kansas	<p>Per State Regulation, codes A4553 and A4554 is exempt from this policy for Medicaid because they are not considered to be incontinence supplies.</p> <p>Codes T4541 and T4542 are not covered per State Regulation.</p> <p>Home Health Care &amp; DME Providers are required to submit one diagnosis and it must be one of these diagnosis codes F98.0, F98.1, N39.498, N39.42, N39.45, R15.9 or R39.81 and covered for members age 21 and over.</p>																														
Kentucky	Code T4544 is limited to 180 units per month.																														
Michigan	Michigan is exempt from this policy.																														
Minnesota	Codes T4541 and T4542 are covered for up to 100 per State Regulation.																														
Mississippi	Per State Regulation, Mississippi is excluded from the Group 2 denials if there are no Group 1 supplies received.																														
Missouri	Incontinence Supplies may be reimbursed up to a <b>combined</b> total of 186 units and requires documentation to be submitted for supplies that exceed the maximum units.																														
New York	New York is exempt from this policy.																														

### State Exceptions

<b>North Carolina</b>	<p>Per state regulations, North Carolina Medicaid quantity limitations are as follows:</p> <ul style="list-style-type: none"> <li>T4521-T4524, T4529-T4530, T4533, T4543: 192 per month</li> <li>T4525-T4528, T4531-T4532, T4534, T4544: 200 per month</li> <li>A4554: 150 per month</li> </ul> <p>Per State Regulation, North Carolina is excluded from the Group 2 denials if there are no Group 1 supplies received.</p>
<b>Pennsylvania</b>	Per State Regulation, Pennsylvania Medicaid is excluded from the Group 2 denials if there are no Group 1 supplies received and the diagnosis requirement.
<b>Tennessee</b>	Tennessee requires documentation to be submitted for supplies that exceed the expected maximum.
<b>Texas</b>	Per State Regulations, code A4554 allows a maximum of 120 units per month.
<b>Virginia</b>	Per State Regulations, when a member does not require incontinence supplies in Group 1, supplies in Group 2 will be allowed.
<b>Washington DC</b>	<p>Per District Requirements: Codes A4553, T4525, T4526, T4527, T4528, T4531, T4532, T4533, T4534, T4544 and T4545 are not covered.</p> <p>Code A4554 allows a maximum of 300 units per month.</p>

### Questions and Answers

<b>1</b>	<p><b>Q:</b> Why are incontinence supplies not reimbursed when only one diagnosis code is submitted?</p> <p><b>A:</b> A valid incontinence diagnosis and condition causing the incontinence must be listed on the claim along with any symptoms. A claim that list codes based on symptoms alone will not pay. Therefore, a diagnosis code causing the incontinence should be billed along with the symptom diagnosis code indicating the cause of the symptoms. So, it is not that the diagnosis is not covered, but that another code must be billed along with the diagnosis code for the symptoms that shows the condition causing the symptoms.</p>
<b>2</b>	<p><b>Q:</b> Why are Group 2 supplies not reimbursed?</p> <p><b>A:</b> Group 2 supplies are covered, but only if the member is also receiving Group 1 supplies. Group 2 products are used to maintain sanitary conditions for the member. The primary use is not to protect furniture and bedding. If the member does not require the use of the Group 1 products in order to maintain sanitary conditions, then there should be no need for the Group 2 products.</p>

### Resources

Individual state Medicaid regulations, manuals & fee schedules

American Medical Association, *Current Procedural Terminology (CPT®) Professional Edition* and associated publications and services

Centers for Medicare and Medicaid Services, CMS Manual System and other CMS publications and services

Centers for Medicare and Medicaid Services, Healthcare Common Procedure Coding System, HCPCS Release and Code Sets

History	
<b>2/04/2024</b>	Policy Version Change State Exception Section: Kentucky Added History Section: Entries prior to 2/4/2022 archived
<b>9/17/2023</b>	Policy Version Change Incontinence Supplies State Specific Age Requirements: NY removed Group 1 HCPCS Codes State Maximums table: NY removed Group 2 HCPCS Codes State Maximums table: NY removed State Exceptions Section: New York updated History Section: entries prior to 9/17/2021 archived
<b>7/9/2023</b>	Policy Version Change State Specific Age Requirements: HI & MI removed Group 1 HCPCS Codes State Maximums: HI & MI removed Group 2 HCPCS Codes State Maximums: HI & MI removed State Exceptions Section: Added Hawaii History Section: Entries prior to 6/29/2021 archived
<b>5/21/2023</b>	Policy Version Change State Exceptions Section: Michigan updated History Section: Entries prior to 5/21/2021 archived
<b>1/1/2023</b>	Policy Version Change Group 2 HCPCS Codes State Maximums: Arizona updated State Exceptions Section: Added Colorado History Section: Entries prior to 1/1/2021 archived
<b>11/13/2022</b>	Policy Version Change Group 1 HCPCS Codes State Maximums: Kentucky (KY) added History Section: Entries prior to 11/13/2020 archived
<b>10/17/2022</b>	Policy Version Change Group 1 HCPCS Codes State Maximums: Arizona LTC (AZ LTC) added State Exceptions Section: Updated Arizona
<b>6/12/2022</b>	Policy Version Change State Exceptions Section: Updated California
<b>4/17/2022</b>	Policy Version Change Group 1 HCPCS Codes State Maximums: Virginia (VA) added Group 2 HCPCS Codes State Maximums: Virginia (VA) added
<b>4/10/2022</b>	Policy Version Change State Specific Age Requirements: Updated section to alphabetical order State Exceptions Section: Updated Washington DC History Section: Entries prior to 4/10/2020 archived
<b>2/6/2022</b>	Policy Version Change State Specific Age Requirements: Washington DC added Group 1 HCPCS Codes State Maximums: DC added Group 2 HCPCS Codes State Maximums: DC added State Exceptions: Washington DC added
<b>2/16/2013</b>	Policy implemented by UnitedHealthcare Community & State