

Emergency Orders

Call J & B Medical with an emergency order only when your supplies may not last until the next delivery date.

Questions

If you have questions or would like to place an order, call J & B Medical at:

800-737-0045
(TTY 800-737-0084)

or write to:

J & B Medical
50496 W. Pontiac Trail
Wixom, MI 48393

Fax Number: 1-800-737-0012

*Michigan Department
of Community Health*



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Services and Programs Provider.

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Michigan Diaper and Incontinence Supplies Program

Incontinence Supplies and Services

Medicaid Health Plans

If you are in a Medicaid health plans, this information does not apply to you. Call your plan to find out how to order supplies.

HMO

If you are in a Commercial HMO and your HMO covers this service, contact your HMO to see if J & B Medical is an approved provider. If J & B Medical is not an approved provider, you should go to your network provider. If your HMO does not cover these products, you must use J & B Medical.

Medicare

If you are a Medicare/Medicaid beneficiary, you can use J & B Medical or go to any Medical supplier enrolled with both the Medicare and Medicaid programs. Supplies not covered under Medicare must be obtained through J&B Medical.

If your doctor said that you or your child has a problem with incontinence, this information will tell you how to get the services and products you need.

J & B Medical provides certain incontinence supplies to persons who are not in a Medicaid health plan and have Medicaid or Children's Special Health Care Services (CSHCS).

Beneficiaries enrolled in CSHCS are limited to coverage for urological supplies only.

Your doctor will give you a prescription for any of these products you or your child needs:

- All incontinence catheters and accessories
- Irrigation syringes
- Skin barriers
- Under pads
- Incontinence pants
- Incontinence liners
- Pull-on
- Disposable diapers *

* NOTE: Diapers and briefs are not covered for children under the age three.

Other Services

You may go to the provider of your choice for services and products that are not listed above.

Ordering Supplies for the First Time

If you or your child are not in a Medicaid health plan and you are ordering supplies for the first time, call J & B Medical at 800-737-0045; TTY 800-737-0084 and tell them the following information:

- Your name, address, and telephone number
- The name, address, and telephone number of the doctor who wrote your prescription
- Your medical condition (type of incontinence)
- The products you need (listed on your prescription)
- Your mihealth number
- Other insurance you have

Changing from another supplier to J & B Medical

If you get your supplies from another medical supplier and are changing to J & B Medical, call J & B Medical and tell them the following information:

- Your name, address, and telephone number
- The name, address, and telephone number of the doctor who wrote your prescription
- Your mihealth identification number
- Other insurance you have
- The products you receive
- The amount you receive of each product each month

After you order your supplies from J & B Medical, you must mail your prescription to the company. (See the address on the back of this brochure).

Receiving Supplies

Your supplies are delivered once a month. They are delivered directly to your home by FedEx. FedEx does not delivery to Post Office (P.O.) boxes. If your mailing address is a P.O. box, you must give J & B Medical a street address where your supplies can be delivered.

To avoid an interruption to your service, call J & B Medical ten days prior to your next delivery date to tell them where your supplies can be delivered. It is your responsibility to tell J & B ten (10) days before your next delivery if:

- You have a change in physicians
- You have a change in delivery address