

Insurance Supplies Checklist

Getting diapers and pull-ups covered for your child, step by step. From one special needs family to another.

1. Gather before you start

- ☐ Insurance or Medicaid card, with member ID and group number
- ☐ Your child's diagnosis (autism, epilepsy, or another condition related to incontinence)
- ☐ Your child's doctor: name, office phone and fax number
- ☐ Your child's current size, weight, and how many changes a day
- ☐ The products you use now (diapers, pull-ups, underpads, wipes)

2. Ask your child's doctor for

- ☐ A prescription or order for incontinence supplies
- ☐ Notes in the chart that link the diagnosis to the incontinence (medical necessity)
- ☐ The number of changes per day written on the order
- ☐ The diagnosis code included on the order

3. Apply

- ☐ Fill out the eligibility form on our guide page (about 5 minutes):
purelivingfamily.com/pages/insurance-covered-incontinence-supplies
- ☐ Answer the call or email from the continence care specialist; they work with your doctor on the paperwork
- ☐ Try the free samples and pick the best fit
- ☐ Confirm your monthly delivery and turn on refill reminders

4. If you're denied

- ☐ Ask for the denial in writing, with the reason
- ☐ Ask exactly what documentation is missing
- ☐ Ask your doctor for a letter of medical necessity
- ☐ File an appeal before the deadline in the denial letter
- ☐ Call your plan's member services or your state Medicaid office for help
- ☐ Reach out to us. You don't have to figure this out alone.

Notes

Pure Living Family Foundation is a 501(c)(3) nonprofit supporting parents of children with autism, PANDAS/PANS and epilepsy.
purelivingfamily.com. Coverage, quantity limits and prior authorization vary by plan and state. AeroFlow Urology is a Foundation partner; using our link may support our programs at no cost to you. This checklist is for information only and is not medical, legal or insurance advice.