MEDRAXDME / PROVIDER RESOURCE

Incontinence supplies

Referral preparation checklist

Absorbent briefs, protective underwear, pads and underpads

Secure referral fax
(480) 372-3067

Professional team
(480) 550-8566

Confirm the recipient and referral arrangement before faxing records. Use your organization's privacy procedures. Ordinary email and the website contact form are not for medical records.

01 **Check the payer before referral**
Identify the actual Medicaid, commercial or supplemental benefit and eligible dispenser. Do not presume that every insurance program covers absorbent supplies.

02 **Identify the product fit**
Specify the clinically appropriate product type, size, absorbency and relevant material sensitivities. Separate body-worn supplies from bed underpads.

03 **Prepare plan-specific support**
Ask whether the program needs a prescription, diagnosis documentation, prior authorization or another review. Requirements and age rules differ by program.

04 **Clarify quantities and existing supply**
Discuss prescribed or approved usage, current stock and the next refill date with the responsible provider. Avoid duplicate deliveries from different suppliers.

05 **Agree on follow up**
Identify the professional who can review fit, skin concerns or changing needs. A benefits inquiry should not delay clinical advice about a new health concern.

Coverage checkpoint. Original Medicare does not cover absorbent incontinence supplies or adult diapers. Other plan benefits must be checked individually; coverage cannot be inferred from this catalog.

Preparation aid only. This is not a prescription, signed order, authorization or coverage decision. MedraxDME is out of network; verify enrollment, plan participation and the dispensing arrangement. Follow the current payer requirements.

Official references
Medicare incontinence supply coverage
https://www.medicare.gov/coverage/incontinence-supplies-adult-diapers

General coordination: info@medraxdme.com (no medical records).
Team reviews requests Mon-Fri, 8 AM-noon and 1-5 PM Arizona time (MST).