

# Incontinence Supplies and DME Providers



*NH Healthy Families has opened their network to all Durable Medical Equipment (DME) providers participating with the NH Healthy Families network that have the ability to provide incontinence supplies to our members. Members have the ability to stay with their current incontinence supply vendor or may seek products from other DME providers who participate with NH Healthy Families.*

## For members wishing to switch DME providers:

- 1 The Primary Care Provider (PCP) will need to write a new prescription for incontinence supplies.
- 2 The PCP will send the documentation and prescription information (e.g. via fax) to the designated DME provider.
- 3 The member or their designee will need to contact current DME supplier to inform of the plan to change to the new DME supplier.

NH Healthy Families abides by the quantity limits for incontinence supplies per NH regulations. Any overage or specific brand request will require prior authorization. The provider will follow the NH Healthy Families prior authorization process.

We appreciate your continued partnership in providing products and services to our NH Healthy Families members.

If you have other questions regarding this communication, please contact our local Provider Services team toll free at **1-866-769-3085**.



[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)

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**1-866-769-3085**  
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