✓MetroPlusHealth

TO: Providers
RE: Important Update Regarding Incontinence Products Quantity Allowance, Coverage/Criteria, Guidelines, and Billing
Impacted Plans: MLTC and MAP UltraCare (HMO D-SNP)

Dear MetroPlusHealth Provider,

Effective as of October 1, 2026, the New York State Department of Health (NYSDOH) has revised the coverage criteria and guidelines for incontinence products for Managed Long-Term Care (MLTC) and MAP UltraCare (HMO D-SNP) members. As part of these changes, the previously published ordering tool has been removed, and quantity limits have been simplified.

Prior Authorization Criteria

- Prior approval requests for incontinence products initiated on or after **October 1, 2026**, require **new** prior authorizations and prior approval requests.

Quantity Limits for Reusable vs. Disposable Products Within a 30-Day Period
Key Changes effective October 1, 2026, onwards:

Code	Description	Old Quantity	New Quantity
A4554	**#Disposable underpads, all sizes (e.g., Chux's), each**	**300**	**150**

- Reusable and disposable items of the **same type** are no longer allowed within a 30-day period
  - Claims for reusable and disposable items of the same type **will be denied.**
  - Claims for any individual **or** combination of the **same type** of reusable and disposable items **over the quantity limits will be denied**.

Quantity Limits during a 30-day period:

- Up to 250 disposable diapers **and/or** liners combined **or** up to 5 reusable diapers
- Up to 150 disposable underpads, **or** up to 2 reusable bed-sized underpads **and** 2 reusable chair-size underpads
- Requests exceeding the established limits may be submitted for review on a case-by-case basis through prior approval with supporting clinical documentation details of the medical condition.
- Personal hygiene products, such as menstrual pads, are **not** covered.

Revised Coverage Guidelines

- Documentation from the ordering provider must include medical necessity for the overall quantity of supplies needed to meet bladder and bowel management for the member.
- Incontinence supplies billed for a 30-day period must be based on the frequency or quantity ordered by the ordering provider. The quantity provided must be appropriate and justified by the medical needs of the member.
- Members cannot receive reusable and disposable products of the same type within the same 30-day period. For example, disposable and reusable diapers cannot be combined, and disposable and reusable underpads cannot be combined.

Allowable Quantity Limits

New Product Limit within a 30-Day Period	
✓ Disposable diapers and/or liners	Up to 250 total
✓ Reusable diapers	Up to 5
✓ Disposable underpads	Up to 150
✓ Reusable bed underpads	Up to 2
✓ Reusable chair underpads	Up to 2

Incontinence Products (Diapers/Liners/Underpads) codes affected by the new criteria and guidelines:

CODE	Description
A4554	#Disposable underpads, all sizes, (e.g., Chux's), each
T4521	# Adult-sized disposable incontinence product, brief/diaper, small, each
T4522	# Adult-sized disposable incontinence product, brief/diaper, medium, each
T4523	# Adult-sized disposable incontinence product, brief/diaper, large, each
T4524	# Adult-sized disposable incontinence product, brief/diaper, extra-large, each
T4529	# Pediatric-sized disposable incontinence product, brief/diaper, small/medium size, each
T4530	# Pediatric-sized disposable incontinence product, brief/diaper, large size, each
T4533	# Youth-sized disposable incontinence product, brief/diaper, each
T4537	#Incontinence product, protective underpads, reusable, bed size, each
T4539	#Incontinence product, diaper/brief, reusable, any size, each
T4540	#Incontinence product, protective underpads, reusable, chair size, each
T4543	# Adult-sized disposable incontinence product, protective brief/diaper, above extra-large, each
T4535	#Disposable liner/shield/guard/pad/undergarment, for incontinence, each

Our Provider Relations department is happy to assist you with any questions or concerns regarding this notice. Please contact us at ProviderRelationsOps@metroplus.org or give us a call at 800.303.9626 (TTY: 711).

Thank you,

MetroPlusHealth

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