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Department of Vermont Health Access  
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Date: 7/28/2023

**\*\*Important Changes to Incontinence Supplies for Medicaid\*\***

Dear Provider,

The Vermont Medicaid program is contracting with a single vendor who will provide incontinence supplies for Medicaid members, effective **8/15/2023**. Medicaid enrolled durable medical equipment providers may continue providing incontinence supplies through 8/14/2023. All medically necessary incontinence products for Vermont Medicaid members will be supplied solely through a single vendor, ActivStyle. This change will provide one point of contact to reduce barriers to access, improve member support, provide product options, and distribute supplies at a lower cost. Disposable incontinence supplies include the following products:

- Diapers
- Pull-up or pull-on briefs
- Underpads (Chux)
- Underwear guard or shield liners

Resources for Providers

- For information on clinical coverage criteria for incontinence supplies, please visit: <https://dvha.vermont.gov/forms-manuals/forms/prior-authorizations-tools-and-criteria/durable-medical-equipment>
- Providers should send prescriptions, standard written orders, and any other intake-related documentation via email to [NewOrderCM@activstyle.com](mailto:NewOrderCM@activstyle.com) or via fax to 1-888-614-4635.
- The Provider Services team for ActivStyle can be contacted at 1-855-373-5141

Resources Providers can Share with Members

Members can learn more about ActivStyle by:

- Visiting the ActivStyle website at [www.activstyle.com/vermont-medicaid-incontinence-program/](http://www.activstyle.com/vermont-medicaid-incontinence-program/)
- Calling ActivStyle customer service at 1-800-506-1148 (Monday – Friday, 8AM – 7PM Central Time)
- Going to <https://dvha.vermont.gov/members/incontinence-supplies> for more information.
- Calling the Green Mountain Care Customer Support Center at **1-800-250-8427 for questions.**