

**To: Keystone First/Keystone First Community HealthChoices (CHC) DME Providers**

**Date: April 4, 2023**

**Re: Incontinence Prior Authorization Policy Reminder**

As indicated in your Keystone First and Keystone First CHC provider manual the following is the incontinence supply prior authorization policy that must be adhered to. Claims submitted without prior authorization as outlined below will be denied.

**For Keystone First CHC Participants:** Prior authorization is required. Requests are reviewed for medical necessity for diapers/pull-up diapers as follows:

- More than 300 generic diapers and/or pull-up diapers per month.
- Brand-specific diapers.

**For Keystone First Members (age 3 and over):** Prior authorization is required for any quantity of diapers/pull-up diapers supplied by a DME Provider, other than the following Providers: J&B Medical Supply, Bright Medical Supply, King of Prussia Pharmacy, Matts Pharmacy & Medical Supply (also known as Slakoper, Inc.), or Continuum. The prior authorization criteria listed below applies to the listed providers.

- More than 300 generic diapers and/or pull-up diapers per month.
- Brand-specific diapers

If you have any questions regarding this notice, please contact your Provider Account Executive or Provider Services at 1-800-521-6007.