

February 24, 2017

**Important: Changes to Incontinence Products for Centennial Care Members**

Presbyterian Health Plan Inc. and Presbyterian Insurance Company Inc. (Presbyterian) are committed to keeping you updated about changes that may affect your practice. This letter contains important information regarding diaper prescription fulfillment for Centennial Care members.

**Effective immediately:** In collaboration with our durable medical equipment (DME) vendor, HME Specialists LLC (HME), and supported by the New Mexico Humans Services Department (HSD), Presbyterian is transitioning prescriptions for incontinence products, including diapers and underpads, to HME's preferred product brands. These preferred brands were designed by urologists and medically developed for long-term incontinence. They are high quality products that have a better absorbency and cost less than name-brand products.

When writing a prescription, providers should only indicate the member's height and weight, the diagnosis code, and the type of incontinence product the member needs (i.e., diapers or briefs). Do not include the brand's name or member's size. HME will fit the member based on height and weight.

We appreciate your commitment to providing excellent care and service to our members. Thank you for partnering with us to improve the health and well-being of the communities we serve.

If you have any questions regarding this notification, please contact your Provider Network Management relationship executive using the contact box below.

<b>Provider Network Management</b>
Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.
Phone: (505) 923-5141 <a href="http://www.phs.org/ContactGuide">www.phs.org/ContactGuide</a>
Mailing address: P.O. Box 27489, Albuquerque, NM 87125 Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113

PPC021701

Presbyterian exists to improve the health of the patients, members, and communities we serve.