

How to request a prescription for diapers/briefs:

In order to be eligible, a child must fall between the ages of 3-21 and have a documented disability that results in incontinence. The process to obtain a monthly supply of diapers is simple and requires the following steps.

1. Call your doctor's office to request a prescription
2. Have the following information ready:
 - Number of diapers/pull-ups used per day (maximum of 7/day is provided by AHCCCS)
 - Preference for pull-ups versus diapers
 - Specify if you need a super absorbent diaper
 - Measurement of hip bone to hip bone in inches (in the front only) $\times 2 + 2 =$ correct waist size (do not measure around the entire waist)
 - Name and size of the diaper you are currently using (as a guide for the vendor)
3. The prescription must include all of this information and the child's documented disability
4. Ask your doctor's office to send the prescription and a demographics sheet to the vendor Preferred Home Care @ 480-446-9010. Make sure that your doctor's office has your current phone and address to avoid a delay in service.

Once the prescription is sent, it will take 1-2 weeks for the diapers to arrive. Upon arrival, open just *one* box to make sure it is the right size and fits your child well. Any unopened boxes can be returned to the vendor; however, you will not be able to return any opened boxes. The vendor is using a product line called Medline which offers a wide range of diapers and pull-ups. If the diaper you receive does not work for your child, call the vendor directly and ask for samples until you find the one that works best for your child. Typically, you will not need a new prescription from your doctor's office to get a different diaper.

Overall, families have been extremely happy with the Medline products; however, there have been a few children who have been unable to use any of the Medline products due to their unique special needs. If you have tried and failed all of the Medline products, then you can request a new prescription from your doctor stating, "This patient cannot use Medline products due to his/her special needs (identify these on the prescription) and must have the brand name diaper as listed." This will require a special authorization from the AHCCCS plan, so the justification for a brand name diaper must be strong and well stated on the prescription.