

## INCONTINENCE SUPPLIES POLICY

- I. **Purpose:** It is the intent of San Andreas Regional Center to encourage and assist families to care for their children at home. It is our experience that most families are able to take care of the customary needs and costs of providing incontinence supplies for their children. In some circumstances families may require some assistance in the purchase of incontinence supplies. This objective is to be achieved through the most appropriate and cost-effective method possible, including the use of generic resources, in compliance with all state and federal laws, regulations, and court decisions.
  
- II. **Definitions:**
  - **Consumer, individual, and person served are used interchangeably in regional center policy and the Lanterman Developmental Disabilities Services Act, and mean a person who has been found eligible and receives services from the regional center.**
  
  - *Incontinence supplies* are considered to include diapers, adult briefs, wipes, and other incontinence supplies, utilized for a condition which is beyond what is usual for the individual's chronological age.
  
- III. **Policy:** Under ordinary circumstances San Andreas Regional Center will not purchase incontinence supplies for children 35 months and under because this is a parental responsibility for a child of similar age without disabilities. However, San Andreas may provide a voucher or purchase of service for incontinence supplies when a family can demonstrate a financial need, and when doing so will enable the individual to remain in the family home. San Andreas Regional Center may assist families in purchasing incontinence supplies for individuals of 3 years old and above.

San Andreas Regional Center will not purchase incontinence supplies which would be covered by insurance or a generic resource. San Andreas Regional Center will consider funding incontinence supplies for individuals in this age group only if generic resources are not available.

San Andreas Regional Center shall assist individuals in applying for generic resource services as follows:

- Service coordinators will inform about purchase of incontinence supplies through the insurance process. When an individual is not currently Medi-Cal eligible or does not have insurance service coordinators will assist the family to apply for the service.
- Service coordinators will assist parents to apply for Medicaid Waiver status through the Medicaid Waiver Institutional Deeming process and assist with information on how to obtain incontinence supplies through vendors that accept Medi-Cal.

IV. **Purchase of Service Standard:** The cost amount authorized for incontinence supplies shall not exceed the usual and customary rates as established by Medi-Cal.

The method of purchase of service will be by parent voucher or vendored agency.

All incontinence supplies purchases shall be reviewed at least annually, including those authorized through the exception process or appeal recommendation.

V. **Exception Process:** The executive director has full discretion to authorize purchases of service which are exceptions to the board-adopted purchase of service policies and standards. The executive director has designated that the Director and Associate Directors of Consumer Services are authorized to grant an exception in the executive director's stead; these individuals are referred to as director's designees.

The first formal discussion of a request for service takes place at the planning team meeting. If the request falls within the service policy, the request is granted.

If the request for service is not consistent with the policy, the service coordinator starts the exception review process by exploring the basis for the request. A time line for the director's exception review is set by agreement between the individual/family and the service coordinator but the time line may not exceed fifteen (15) days. Within that time, another planning team meeting will be convened. In the meantime the coordinator presents the information to the manager to determine whether a director's exception may be warranted. At the scheduled planning team meeting the decision will be made.

The director's designee will attend the planning team meeting if necessary. If the exception is granted, the service coordinator amends the person-centered individual program plan, notifies the individual/family, and gives a copy of the amended plan to the individual/family.

- VI. **Notice of Action:** If the exception is not granted, the service coordinator promptly informs the individual/family that it has not been granted, informs the consumer individual/family of their appeal rights, and sends a notice of action and a fair hearing form.

If a decision is made to deny, reduce, or cancel the service without the agreement of the individual or the individual's representative, a Notice of Action will be sent.

**DDS Approved October 23, 2020**  
**Board Adopted November 16, 2020**