

Incontinence Supply Preferred Provider Arrangement

Quick Reference Guide



Scope of the Incontinence Supply Preferred Provider Arrangement (PPA)

- Service/supply category is for **Incontinence supplies only**.
- Other Durable Medical Equipment (DME) items and medical supply items are **not** included in this PPA.
- DME and medical supply providers for services other than incontinence supplies should continue to provide all medically necessary items and supplies to Superior Medicaid (STAR, STAR Health, STAR Kids, STAR+PLUS) and Wellcare By Superior HealthPlan (Dual Align) members on and after October 1, 2026.
- Applicable programs/populations: Superior-enrolled Medicaid members in STAR, STAR Health, STAR Kids, STAR+PLUS) and Wellcare By Superior HealthPlan members.

Please note: Superior's STAR Health Service Coordinators will work directly with STAR Health members and their medical consenters to manage their choice of provider for incontinence supplies. STAR Health members do not need to opt-out in order to keep their current network provider.

What DME and Medical Supply Providers Should Do Now

- Continue providing medically necessary incontinence supplies to your current Superior members without disruption.
- Superior will send advance notification before October 1, 2026, with a list of members who **have not** contacted Superior to keep their current network incontinence supply provider or choose another network provider.
 - For only those listed members, providers will be notified that incontinence supplies should no longer be dispensed on and after October 1, 2026.
- Reassure members that they will continue to receive all medically necessary incontinence supplies, whether they continue with Tenderheart, stay with their current network provider, or choose another contracted provider. This PPA does not terminate or reduce medically necessary incontinence supply services.

Member Choice of Provider for Incontinence Supplies

- Superior is committed to preserving member choice of provider for all covered Medicaid (STAR, STAR Health, STAR Kids, STAR+PLUS) and Wellcare By Superior HealthPlan (Dual Align) services.
- Members may request to continue receiving incontinence supplies through their current provider or select another contracted provider at any time.
- Providers should direct Superior members to call Superior's Preferred Provider Hotline **at 1-833-703-8334** to **opt out of the transition of incontinence supplies through Tenderheart or choose a different provider**.

Provider Notifications and Transition Coordination

- Before October 1, 2026, and ongoing afterward, Superior will communicate with DME incontinence supply servicing providers to provide a list of Superior members who will transition receipt of incontinence supplies to Tenderheart as a result of the new PPA.
- Superior has taken steps to reduce the likelihood of overlapping shipments during transition of care, including increased member communication to confirm provider choice and timely communication with providers as members transition to or actively choose a new provider, including Tenderheart.
- If a member reports unexpected or duplicate supplies, advise the member to contact Superior's Preferred Provider Hotline at **1-833-703-8334** for assistance and to confirm the member's documented provider choice.

Questions or Concerns

Providers should contact their Superior Provider Representative with questions regarding billing or claims, or to communicate issues related to Superior's Incontinence Supply PPA. To access their contact information visit [Find My Provider Representative](#).