

# Vermont Medicaid Incontinence Program

ActivStyle is now servicing the state of Vermont for incontinence products. When you enroll in our program you will receive convenient monthly orders shipped directly to your door in discreet brown boxes. We will also bill your Vermont Medicaid insurance for these supplies.

## Enroll today to get started!

Our knowledgeable staff will walk you through the process and get you enrolled right away.

Simply <u>enroll online</u> and an ActivStyle representative will call you back within 2 business days, or call our toll-free number at <u>1-800-506-1148</u> (Monday – Friday, 8AM-7PM Central Time) to get started!

During the call we will:

- Collect all personal demographic, insurance, and primary physician information to handle your billing needs.
- Assist in selecting products that meet your needs and arrange to send complimentary sample products, if necessary.
- Our team will then do the work of verifying your insurance coverage and contact your physician for a required prescription.
- Finally, a member of our team will call you back to set up a monthly shipping date and get your approval to ship out your first order.
- Thereafter, each month, we will check in to remind you when it is time to reorder and, as required by your insurance plan, verify that you still need incontinence supplies.

### **Customer Service**

Should you ever need the help of our customer service team, they are only a call away. You can reach customer service at our dedicated Vermont Medicaid Incontinence Program phone number:

#### **<u>1-800-506-1148</u>** (Monday – Friday, 8AM-7PM Central Time).

### **Vermont Providers**

Prescriptions, standard written orders, and any other intake-related documentation may be sent via email to NewOrderCM@activstyle.com or via fax to 1-888-614-4635.

**Note to patients/providers:** if you already have a valid prescription for incontinence products, please fax it to ActivStyle at 888-614-4635 and this will help expedite the process.