

# IHCP bulletin

This bulletin has been updated to reflect the preferred phone number for J&B Medical.

INDIANA HEALTH COVERAGE PROGRAMS

BT2025161

NOVEMBER 20, 2025

## FSSA awards J&B Medical to serve as the vendor for IHCP FFS members

After a competitive bidding process, the Indiana Family and Social Services Administration (FSSA) Office of Medicaid Policy and Planning (OMPP) is pleased to announce that J&B Medical has been awarded the vendor contract for incontinence, ostomy and urological supplies for Indiana Health Coverage Programs (IHCP) fee-for-service (FFS) members.

Effective Feb. 1, 2026, FFS members, including those in the Traditional Medicaid program, are required to obtain incontinence, ostomy and urological supplies – including, but not limited to, diapers, underpads, ostomy bags and gloves – through mail order from J&B Medical. Contact information for J&B Medical is as follows:

- Website: [jandbmedical.com](http://jandbmedical.com)
- Telephone: 800-737-0045

J&B Medical will be the **sole state vendor** for FFS incontinence supplies beginning Feb. 1, 2026. Providers, caregivers and noncontracted vendors should encourage members who require incontinence, ostomy and urological supplies to contact J&B Medical to obtain these items.

For items that require prior authorization (PA), PA requests submitted prior to Feb. 1, 2026, will not need to be resubmitted and will be automatically transitioned to J&B Medical. No action will be required by providers or members.

FFS members must confirm their monthly shipment request with J&B Medical each month starting Feb 1, 2026. J&B Medical may call members or their authorized representatives to remind them to place their orders. All monthly orders must be verified before shipping, and auto-shipping will no longer be available.



*For a list of procedure codes that are subject to contracted vendor requirements, see the [Incontinence, Ostomy and Urological Supplies Available Only Through Contracted Vendors \(for Fee-for-Service Members\)](#) table in [Durable and Home Medical Equipment and Supplies Codes](#), accessible from the [Code Sets](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers). FFS claims for these supplies from noncontracted vendors will be systematically denied, except as described in the [Incontinence Supplies Covered by Medicare or Other Primary Insurers](#) section of the [Durable and Home Medical Equipment and Supplies](#) provider reference module, accessible from [in.gov/medicaid/providers](http://in.gov/medicaid/providers).*

**QUESTIONS?**

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