

Important Update: Hydrophilic catheter users need to update your prescription

<The Association> wants to ensure our community is aware of an important upcoming change that will affect prescriptions for hydrophilic intermittent catheters. The most important message is this: **if you use hydrophilic intermittent catheters, you must update your prescription before January 1, 2026, to continue receiving your current product.**

Why is this change happening?

Beginning January 1, 2026, the Centers for Medicare and Medicaid Services (CMS) will introduce new billing codes (HCPCS codes) that apply specifically to hydrophilic catheters. This is an important update that differentiates the hydrophilic technology which directly impacts how hydrophilic catheters will be billed.

- The good news: your catheter products are not changing
- What's changing: insurance billing codes — and that means your prescription must be updated

What does this mean for you?

To keep receiving your hydrophilic catheter of choice, your prescription must include either the word "hydrophilic" or your brand/item number. Without this update, you may experience delays or interruptions in receiving your supplies.

What can you do?

If you use hydrophilic catheters, we encourage you to contact your supplier or prescribing clinician. Ask them to update your prescription to include the word "hydrophilic" or the brand/name item number.

When should you act?

Now! If you update your prescription with the word "hydrophilic" or brand name/item number it will be valid in 2025 (old billing codes) and in 2026 (new billing codes). Reaching out to your supplier or prescribing clinician ahead of the effective date (January 1, 2026) will provide plenty of time for them to review your records and submit/update your prescription with the appropriate catheter description.

What should you say to your supplier or prescribing clinician?

When you call, you can simply tell them:

"I've been notified that the billing codes for my hydrophilic catheters are changing on January 1, 2026, and I will need an updated prescription to continue receiving them. Please update my prescription with the word "hydrophilic" or brand name/item number. "

<The Association> is committed to keeping our community informed. While we cannot answer specific questions about your individual prescription, your supplier and your healthcare provider's office are the best resources for information. Please reach out to them with any questions.

Important Update: Hydrophilic catheter users need to update your prescription

<Association name> wants to make sure our community is prepared for an important upcoming change that may affect prescriptions for hydrophilic intermittent catheters.

What's happening?

Starting January 1, 2026, prescriptions for hydrophilic catheters will need to be updated in order for you to continue receiving your current product.

Why is this change happening?

This is an administrative update from the Centers for Medicare and Medicaid Services (CMS). New billing codes, also called HCPCS codes, are being introduced to better recognize the technology of hydrophilic catheters.

What is the most important thing to know?

- The products themselves are not changing.
- Only the billing codes are being updated to more accurately reflect what you use today.

What does this mean for you?

If you use hydrophilic catheters, your prescription will need to be updated. Without this update, you may experience delays in receiving your hydrophilic catheters.

What should you do?

- Contact your supplier or prescribing clinician. Let them know your prescription must be updated for hydrophilic catheters.
- Ask them to include the word "hydrophilic" or your catheter's brand name/item number on the prescription.

When should you act?

Now! If you update your prescription with the word "hydrophilic" or brand name/item number it will be valid in 2025 (old billing codes) and in 2026 (new billing codes). Reaching out ahead of the deadline will provide plenty of time for your supplier or prescribing clinician to review your records and submit the new paperwork without any rush.

What should you say to your supplier or prescribing clinician?

"I've been notified that the billing codes for my hydrophilic catheters are changing on January 1, 2026, and I will need an updated prescription to continue receiving them. Please update my prescription with the word 'hydrophilic' or the brand name/item number."

We're here to keep you informed

<Association name> is committed to ensuring our community has the information needed to stay prepared. While we cannot answer specific questions about your individual prescription, your healthcare provider's office and your supplier are the best resources for personal guidance.

Please reach out to them with any questions or concerns so that your access to supplies continues without interruption.

Patient association short blog/newsletter

Important Update: Hydrophilic catheter users need to update your prescription

Starting January 1, 2026, prescriptions for hydrophilic intermittent catheters must be updated to ensure you continue receiving your current product.

Why the change?

The Centers for Medicare and Medicaid Services (CMS) is introducing new billing codes to differentiate the catheters with hydrophilic technology.

- Products are not changing
- Only the billing codes are being updated

What does this mean for you?

- If you use hydrophilic catheters, your prescription must be updated. Without this step, you could experience delays in receiving supplies.

What can you do now?

- Contact your supplier or prescribing clinician
- Ask them to update your prescription with the word “hydrophilic” or your brand name/item number
- Acting early ensures your prescription will be valid in both 2025 and 2026

What to say when you call?

“I’ve been notified that the billing codes for my hydrophilic catheters are changing on January 1, 2026, and I will need an updated prescription to continue receiving them. Please update my prescription with the word ‘hydrophilic’ or the brand name/item number.”

<Association name> will continue to keep you informed. For questions about your specific prescription, please contact your healthcare provider’s office or supplier directly.

Patient association email #1 – initial announcement

Subject line: Action Needed: Update Your Prescription for Hydrophilic Catheters

Dear <First Name>,

We want to make sure you’re aware of an important update that may affect your catheter prescription.

Starting January 1, 2026, new billing codes (HCPCS codes) for hydrophilic intermittent catheters will take effect. To continue receiving your supplies without delay, your prescription must be updated.

What’s changing?

- Your products are not changing

- Only the billing codes used for insurance and billing are being updated

What does this mean for you?

If you use hydrophilic catheters, your prescription must include either the word “hydrophilic” or your brand name/item number. Without this update, your order could be delayed.

What should you do?

1. Contact your supplier or prescribing clinician now
2. Ask them to update your prescription
3. Use this simple message:

“I’ve been notified that the billing codes for my hydrophilic catheters are changing on January 1, 2026, and I will need an updated prescription to continue receiving them. Please update my prescription with the word ‘hydrophilic’ or the brand name/item number.”

Updating your prescription early ensures it works now (under the current codes) and in 2026 (with the new codes).

<Association Name> is committed to keeping our community informed. For questions about your specific prescription, please reach out directly to your healthcare provider’s office or medical supply company.

Sincerely,

<Association Name>

Patient association email #2 - reminder

Hello <First Name>,

This is a friendly reminder that starting January 1, 2026, new billing codes (HCPCS codes) for hydrophilic catheters will go into effect. To keep receiving hydrophilic catheters without interruption, your prescription needs to be updated.

The good news: Your products are not changing. Only the billing codes are.

What you need to do:

- Call your supplier or prescribing clinician now
- Ask them to update your prescription with the word “hydrophilic” or your brand/item number

You can simply say:

“I’ve been notified that the billing codes for my hydrophilic catheters are changing on January 1, 2026. Please update my prescription with the word ‘hydrophilic’ or the brand name/item number.”

Updating today means your prescription will be valid now and when the new codes start in 2026.

Thank you for taking this quick step to keep your supplies coming without delay.

Sincerely,

<Association Name>

Patient association social media posts

1. You need to update your prescription for hydrophilic catheters. Starting Jan 1, 2026, new billing codes take effect. Without an updated prescription, you may face delays in receiving your hydrophilic catheters. Call your supplier or prescribing clinician today and ask them to update your prescription with the word “hydrophilic” or your brand/item number.
2. Hydrophilic intermittent catheter users, don’t risk an access delay! Contact your supplier or prescribing clinician to update your prescription now so it’s ready for the new billing codes that go into effect on Jan 1, 2026. Just ask: “Please update my prescription with the word ‘hydrophilic’ or brand/item number.”
3. Your hydrophilic catheter isn’t changing – but your prescription must. Starting on Jan 1, 2026 new billing codes for hydrophilic catheters require a new prescription. The good news? Updating now ensures prescriptions will be valid in 2025 and 2026. Contact your supplier or prescribing clinician today.
4. Stay covered, stay prepared. New billing codes for hydrophilic catheters begin on Jan 1, 2026. To keep receiving your hydrophilic catheters, your prescription must be updated. Tip: Ask your supplier or prescribing clinician to include “hydrophilic” or your brand name/item number.