

Timely delivery requirements for medical supplies and adaptive aids

Texas Health and Human Services Commission (HHSC) requires timely delivery of authorized medical supplies and adaptive aids for STAR+PLUS Home and Community-Based Services (HCBS) members. You must ensure required items are delivered within established timeframes and any delays are appropriately documented.

Important requirements for medical supplies and adaptive aids

Medical supplies must be delivered to the member within 5 business days from the start date on the member's Individual Service Plan (ISP), unless the member already has an adequate supply on hand. When evaluating delivery needs, providers need to consider the member's current inventory of supplies. For example, if a member has a supply of diapers expected to last a month, additional authorized supplies do not require immediate delivery.

If the delivery can't occur within 5 business days because of unusual or special supply requirements or product availability issues:

- Submit [Form H2067-MC, Managed Care Programs Communication](#), to us before the fifth business day
- Explain the reason for the delay
- Include a proposed delivery date

We'll purchase and ensure delivery of authorized adaptive aids within 14 business days of authorization, excluding vehicle modifications. The 14-business-day timeframe begins on the later of the effective date of the ISP or the date the ISP is received.

If delivery cannot occur within 14 business days, we will:

- Document the reason for the delay
- Notify the member on or before the 14th business day
- Provide a new proposed delivery date
- Document the member notification

If delivery does not occur by the revised date, we will continue documenting delays and member notifications until the adaptive aid is delivered. For vehicle modifications, we will authorize the modification on the effective date of the ISP and work with the provider and member to ensure completion as quickly as possible.

What you can do

To help ensure compliance with STAR+PLUS HCBS requirements:

- Review authorized medical supplies and adaptive aids promptly upon receipt of the ISP
- Maintain processes to meet the five-business-day and 14-business-day delivery requirements
- Monitor inventory and vendor availability proactively
- Communicate anticipated delays as soon as they are identified
- Submit [Form H2067-MC](#) timely when medical supply delivery standards cannot be met
- Maintain documentation supporting delivery dates, existing supplies and member notifications

Resources

- [STAR+PLUS Handbook](#), Section 6400: Adaptive Aids and Medical Supplies > Regulations > Handbooks > STAR+PLUS Handbook > 6000, Specific STAR+PLUS HCBS Program Services > 6400, Adaptive Aids and Medical Supplies
- [Texas Medicaid Provider Procedures Manual](#) > Durable Medical Equipment, Medical Supplies, and Nutritional Products Handbook

Questions? We're here to help.

If you need additional help, please contact your provider advocate or Long-term Services and Supports at uhc_cp_prov_relations@uhc.com or **888-787-4107**, 8 a.m.–4 p.m. CT, Monday–Friday.