




Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
Durable Medical Equipment Bulletin 34
July 2023

TO: Durable Medical Equipment Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth 

RE: **Potential UPS-Strike-Related Administrative Flexibilities for Durable Medical Equipment Providers (Additional Shipment of Supplies and Prior Authorization Extension)**

Introduction

There is a reasonable possibility that a United Parcel Service (UPS) strike may begin at midnight July 31, 2023. MassHealth is authorizing certain flexibilities in light of this potential UPS strike, because the strike could significantly disrupt the supply chain and the delivery of essential durable medical equipment (DME) and supplies to members. These flexibilities will stay in place until August 18, 2023.

Providers are urged to identify members who are scheduled to receive DME or supplies between July 17, 2023, and August 18, 2023, and to proactively reach out to those members to see if they would like to receive a 60-day supply before their regularly scheduled delivery. Providers should make every effort to ship DME and supplies to members on or before **July 24, 2023**. Providers are also urged to identify and contract with alternative shipping providers and develop alternative plans to support members during a strike.

Applicability

This bulletin applies to providers serving members enrolled in MassHealth fee-for-service plans, the Primary Care Clinician Plan, and Primary Care Accountable Care Organizations.

Flexibilities Effective until August 18, 2023

Prior Authorization Extensions

Through August 18, 2023, DME providers may request a continuation of an existing prior authorization (PA). The provider must email an extension request to support@masshealthtss.com. The extension request must say “UPS Strike” in the comments field. Extension requests may be approved for up to 90 days.

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Delivery of up to a 60-Day Supply of DME or Medical Supplies

Notwithstanding the sections of the [MassHealth Durable Medical Equipment and Oxygen Payment and Coverage Guideline Tool](#) that prohibit DME providers from delivering more than a 30-day supply of DME or supplies, providers may deliver up to a 60-day supply upon a member's documented request, for dates of service from July 14, 2023, through August 18, 2023. Providers must clearly document in the member's chart that the member requested the 60-day supply. Providers must also include the date/s of service (DOS) and time period covered by each 60-day delivery in the member's chart and with the claims.

Billing Guidelines for Delivery of up to a 60-Day Supply

- Submit one claim per delivery of a 60-day supply. To avoid your claim being denied, **do not** bill a 60-day delivery on one line item with one DOS.
- For shipments sent before a member's regularly scheduled shipment in August, the first line of the claim should coincide with the delivery date in August.
- Submit separate line items identifying the specific months the delivery covers and include the allowed monthly limit on each claim line.
- Pay close attention to any PAs that might be expiring and request PA extensions if needed. For DME and supplies requiring PA, any months that you are billing should have an active PA in place.

Example of claim submission for T4521: Adult sized disposable incontinence product brief/diaper, Small, each 1 unit = each, 248 per month.

Line item 1: Date of delivery 08/01/2023. units 248	add price:	\$213.60
Line item 2: Date of delivery 09/01/2023. units 248	add price:	\$213.60
	Total	\$427.20

MassHealth Website

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Questions

If you have questions about the information in this bulletin, please contact the Long Term Services and Supports (LTSS) Provider Service Center.

- Phone:** Toll free (844) 368-5184
- Email:** support@masshealthltss.com
- Portal:** www.MassHealthLTSS.com
- Mail:** MassHealth LTSS
P.O. Box 159108
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