

PROOF OF DELIVERY FOR DURABLE MEDICAL EQUIPMENT (DME), SUPPLIES, AND NUTRITIONAL PRODUCTS

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BACKGROUND

HHSC has been made aware of MCO audits related to the application of *Texas Medicaid Provider Procedures Manual* language requiring the printing of shipping labels ([Durable Medical Equipment, Medical Supplies, and Nutritional Products Handbook](#), Section 2.2.4-Medical Supplies) from the carrier's website, leading to recoupments for supplies that otherwise appear to have been delivered.

KEY DETAILS

The *Texas Medicaid Provider Procedure Manual (TMPPM) Durable Medical Equipment, Medical Supplies, and Nutritional Products Handbook* [Section 2.2.4](#) indicates, in part, "...proof of delivery must be printed from the carrier's website as confirmation that the supplies were shipped and delivered." HHSC recognizes that few if any DME providers print out records and instead rely on digital tracking methods. Therefore, HHSC requires MCOs to account for DME providers using third-party distributor electronic tracking. Delivery confirmation from the third-party distributor and corresponding tracking number from the third-party distributor's carrier should be considered as proof of delivery.

HHSC will update the language in the November 2024 TMPPM and a provider notice will be posted on TMHP.com. The updated language will read: "If using a third-party distributor, delivery confirmation from the third-party distributor and corresponding tracking number from the third-party distributor's carrier" will serve as one option for proof of delivery.