

April 25, 2026

## UPDATE: 15-DAY ADVERSE DETERMINATION NOTIFICATION REQUIREMENT

### BACKGROUND

HHSC has agreed to permanently withdraw the proposal to require 15 business days instead of 15 calendar days to notify providers of any adverse determination for requests to continue services.

### KEY DETAILS

The proposal for 15-business day notification timeframe to inform providers of any adverse determination when requesting continuation of services for members has been withdrawn. The requirement is 15 calendar days. The UMCM will be updated at the next available opportunity. Community will align with HHSC's decision to use the 15-calendar day requirement.

### QUESTIONS

For any questions regarding this notice, please contact your Community Provider Performance Manager (provider representative). E-mail: [ProviderRelationsInquiries@CommunityHealthChoice.org](mailto:ProviderRelationsInquiries@CommunityHealthChoice.org)