



To: DME / Supply providers contracted with CCA

Introduction

There is a reasonable possibility that a United Parcel Service (UPS) strike may begin at midnight July 31, 2023. CCA 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.

Prior Authorization Extensions

Through August 18, 2023, DME providers may request a continuation of an existing prior authorization (PA). The provider must fax an extension request using the [CCA-Standard-Prior-Auth-Form](#), noting in the **Other – please specify** section “**UPS Strike**” and the **authorization number** that requires extending. Extension requests may be approved for up to 90 days.

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 month that you are billing should have an active PA in place.