

Personal Protective Equipment (PPE) Distribution Summary and Frequently Asked Questions

Background: Service providers in the Consumer Directed Services (CDS) option are experiencing challenges accessing personal protective equipment (PPE) during the COVID-19 pandemic. Approximately 20,990 people use the CDS option across all Medicaid programs and approximately 18,964 Medicaid recipients using CDS have an MCO.

HHSC has identified a new process for MCOs to request PPE on behalf of their members who use the CDS option.

PPE items available through this process include:

- Surgical masks
- Gloves (in sizes S-XL)
- Hand sanitizer (8 oz, 12 oz, and 0.5 gal containers)
- Sanitary wipes

Q: What should providers do, if members request PPE during visits?

A: Providers may contact Provider Services at Dallas/Tarrant: 1-844-787-5437 to submit their request. The Providers may also reach out to their assigned Service Coordinator to place their order. Please remember that only CDS Providers/Employers are eligible.

Q: What information will we need to provide when submitting a PPE request?

A: When calling in to submit a PPE request on behalf of a member who participates in the CDS option, please have readily available the PPE items needed, the member's name, Medicaid ID, and the mailing address where you would like the items to be.

Q: When and how will we get PPE?

A: The PPE can be delivered to the home address of the CDS Employer(member) or to the Providers Office for member/attendant pickup.

Q: How will we be notified of delivery?

A: Your Service Coordinator will contact you once the items have been shipped

Q: Who may we contact with questions or concerns regarding delivery and/or distribution?

A: Your Service Coordinator will be able to assist you with questions and concerns.

Q: How much will PPE cost?

A: There is no cost to the CDS employer.

Q: Are there any limitations? (For member/provider)

A: Please only request what you need.