

MEMORANDUM



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

STAR CHIP STAR+PLUS

TO: Valued Providers
FROM: El Paso Health
DATE: 10/31/2025
RE: **El Paso Health Provider Alert: Nutritional Supplement Coverage Changes**

El Paso Health is updating its authorization and oversight processes for nutritional supplements (e.g., Boost, Ensure, etc) in accordance with the Texas Medicaid Provider Procedures Manual (TMPPM) Section 2.2.18.1. These changes aim to prevent overutilization and ensure services meet medical necessity standards.

What's Changing

- Coverage limits clarified by age group
- Prior authorization (PA) requirements strengthened
- Provider/member notifications underway
- Claims monitored for compliance

What Providers Should Do

- Review TMPPM Sections **2.2.18.1**, **2.2.18.2**, **2.2.18.3**, and **2.2.18.7**
- Submit only medically necessary requests with full documentation
- Stop prescribing supplements for ineligible members

Use correct PA forms and include:

- Medical history
- Diagnosis
- Physician order
- Progress notes
- Train staff to avoid billing errors and unnecessary submissions

Coverage by Age Group

- **21+ years:** Coverage only for specific diagnoses with full documentation
- **20 years & younger:** Broader eligibility, but medical necessity required

Noncovered Items (TMPPM 2.2.18.7)

- OTC nutritional shakes without clear medical necessity

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- Infant feeding products
- Nutritional bars
- Products for failure to thrive/gain weight without underlying diagnosis
- Products for clients who can be sustained on age-appropriate diets

PA Requirements

- All supplement requests require complete documentation
- No retroactive authorizations without full justification

Questions or coverage verification?

Contact: El Paso Health Case Management Team @ 915-532-3778.

Thank you for your continued dedication to our Medicaid members.

If you have any questions regarding this communication please contact our Provider Relations team @ 915-532-3778 or email us at ProviderServicesDG@elpasohealth.com