

# Health Safety Net (HSN) Updates

Massachusetts Health Care Training Forum  
April 2019



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# HSN Updates – Agenda

- Billing Updates and Reminders
  - HSN Claim Adjudication/Claim Status
  - Billing Intermediary Reminders
    - HSN and Billing Intermediaries
    - Claim Denial Emails
  - Carrier Codes for HSN Claims
  - Partial Requirements for HSN Claims
  - CHC Covered Code List
  - FY 2017 Closing
- Eligibility Reminders
  - Presumptive Determination Application FPL Updates



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# HSN Updates and Reminders – Claim Adjudication/ Status

- HSN claims that deny at MMIS **do not** adjudicate to the HSN system
- HSN claims that deny at MMIS – denials can be found on the MassHealth 835 as well as the MassHealth EOBs
  - MassHealth 835 – passed or denied within the MassHealth system – this can be determined in Loop 2100; CLP Segment
  - CLP02 – Claim Status Code



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# HSN Updates and Reminders – Claim Adjudication/ Status

- HSN claims that pass at MMIS will adjudicate into the HSN system
- HSN claims that pass at MMIS will adjudicate into HSN but has denied at HSN – denials can be found on the Validation Reports in INET
  - If your facility utilizes a Billing Intermediary your BI has access to the Validation Reports (and should be sending you such reports)



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# HSN Updates and Reminders –Validation Reports

- HSN FER/Validation Reports – HSN denials only – INET
  - INET Link:  
<https://dhcfpinet.hcf.state.ma.us/inetn/Login.aspx>
  - If your facility has a BI submitting your 837 files, **the Billing Intermediary is the only entity that can download the FER/Validation Report from INET**, file names would look like this:
    - xxxxx\_xx\_555555555A.WEB.0000000001.003-good401708924.837.hsn\_xxxxxxx\_Production837P\_EditReport\_CSV.CSV
    - xxxxx\_xx\_666666666A.WEB.0000000001.003good401708924.837.hsn\_xxxxxxx\_Production837P\_EditReport.doc



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# HSN Updates and Reminders –Validation Reports

- HSN claims that pass at MMIS and also pass at HSN – payments will be on HSN's Remits – INET – can be downloaded by your facility
  - HSN Remit Reports – shows HSN payments – INET
  - **This document is not an 835 file** – this document has been downloaded by your facility on a regular basis
- **The best way to reconcile your HSN claims is by utilizing the MassHealth 835/EOB, The HSN FER/Validation Report, as well as the HSN Remit (both available on INET)**



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# HSN Updates and Reminders – Billing Intermediaries (BIs)

- When a facility uses a billing intermediary for claim submission, please note the following:
  - HSN claim questions from a BI will be redirected to the facility due to the facility retaining a contract with the BI
  - **The BI is the only entity that has access to download Validation Reports from INET (HSN denial reports)**
    - Facilities that require claim information from Validation reports will need to speak to their BI
  - Facilities can contact HSN regarding claim billing questions or claim payments

**\*\*Please note\*\*** Facilities utilizing a BI for the first time or changing a BI must notify MassHealth EDI; must also notify HSN via email in addition to filling out an HSN Business Partner Agreement located in INET



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# HSN Updates and Reminders – Claim Denial Emails

- HSN continues to send emails to both Billing Intermediaries and their contracted facilities (if eligible for HSN payment)
- Please note: Some facility's claims may not be included in the Billing Intermediary's denial rate
  - **Facilities should contact your Billing Intermediary (if receiving the email) to ensure all your facility claims are accurately adjudicated**





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# HSN Updates and Reminders – Carrier Codes for HSN Claims

- **Fatal edits for carrier code reporting data elements have been postponed until further notice**
  - Once the edits are turned on, any claims submitted without a carrier code will receive a fatal edit and will not be considered for HSN payment
  - **All seven characters** or digits, including preceding zeros, are necessary for the carrier code to pass
- HSN has implemented these new carrier codes to reduce the difficulty with using specific naming conventions for MassHealth claims:
  1. **Carrier Code DMA7384**: This carrier code should be used to report any MassHealth Comprehensive coverage (i.e. MassHealth Standard or other comprehensive plans)
  2. **Carrier Code 0007001**: This carrier code should be used to report any MassHealth Non-comprehensive coverage (i.e. MassHealth Limited or other non-comprehensive plans)
  3. **Carrier Code 0007002**: This carrier code should be used to report CMSP (only) that has been processed by MMIS



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# HSN Updates and Reminders – Carrier Codes for HSN Claims

- A complete listing of the carrier codes is provided by MassHealth in the All Provider Manual under Transmittal Letter ALL-213 dated 11/01/2014; see Section II, page C-2

<http://www.mass.gov/eohhs/docs/masshealth/providermanual/appx-c-all.pdf>

- Using the above carrier codes eliminates the use of naming conventions and no longer effect whether a claim is paid by HSN (or delay payment of claims due to naming convention)



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# HSN Updates and Reminders – 837I & 837P Partial Reporting

- **Fatal edits for partial claim reporting data elements have been postponed until further notice**
- Please continue to report partial deductibles using the methodology that your facility is currently utilizing
  - Remaining HSN Deductible that has yet to be incurred
- 837I and 837P Partial Data Elements can be found in the Billing Update below:
  - <https://www.mass.gov/service-details/information-about-hsn-provider-guides-and-billing-updates>



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# CHC Covered Code List

- HSN is currently reviewing covered procedures for CHC's
- Once reviews are completed, listings will be posted on the HSN website
- Providers should continue to monitor the Billing Updates and Reminders for additional information
- Working closely with MassHealth, HSN will update codes for Hospitals and CHCs on a regular basis



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# HSN Updates and Reminders – HSN Fiscal Year 2017 (FY17) Closing

- FY 2017 Closing: Providers are reminded that FY17 will be closing on September 30, 2019
  - Any claims or corrections for FY17 must be completed before the FY is closed
  - Any claims trying to process after the FY close will be denied by HSN
- If providers have questions regarding the FY17 closing, please contact the HSN Helpdesk at [hsnhelpdesk@state.ma.us](mailto:hsnhelpdesk@state.ma.us)



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# HSN Eligibility Reminders – Presumptive Determination Application

- As a reminder, Facility Representatives should always use the most up-to-date HSN-PD application when requesting a HSN Presumptive Determination for a patient
- **Facility Representatives should make sure to follow the 2019 FPL Guidelines**
- The HSN-PD application and training materials can be found on the HSN website at <https://www.mass.gov/service-details/health-safety-net-presumptive-determinations-hsn-pd-information-0>



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# QUESTIONS?

