



# MassHealth Training Forum Provider Updates

October 2024

Executive Office of Health & Human Services

# Agenda



1. **Welcome and Agenda Overview** – Marilyn Thurston, Manager, Provider Relations, MassHealth Business Support Services
2. **ACO Changes Beginning January 1, 2025** – Marilyn Thurston, Manager, Provider Relations, MassHealth Business Support Services
3. **Mass.gov Updates** – Emily Lindley, Provider Operations Specialist, MassHealth Provider Operations
4. **Provider Self Service Tools** – Nestor Rivera, Sr. Provider Relations Specialist, MassHealth Business Support Services
5. **Primary User and Subordinate User Roles** – Nestor Rivera, Sr. Provider Relations Specialist, MassHealth Business Support Services
6. **Virtual Gateway(VG)/Provider Online Service Center(POSC) User Updates** - Nestor Rivera, Sr. Provider Relations Specialist, MassHealth Business Support Services
7. **Long-Term Services and Supports** – Lindsey Klauka, Manager of Provider Enrollment & Networking, Optum
8. **Provider Revalidation Automation** – Michael Gilleran, Sr. Provider Relations Specialist, MassHealth Business Support Services
9. **New Dental Third Party Administrator Vendor** – Marilyn Thurston, Manager, Provider Relations, MassHealth Business Support Services
10. **Transportation PT-1 Update** – Michelle Croy Sr. Provider Relations Specialist, MassHealth Business Support Services
11. **MassHealth Updates** – Michelle Croy Sr. Provider Relations Specialist, MassHealth Business Support Services

# **ACO Changes Beginning January 1, 2025**

**Marilyn Thurston, Manager, Provider  
Relations, MassHealth Business  
Support Services**

# ACO Changes Starting January 1, 2025

## Service Area Changes

The following health plan will no longer be offered by MassHealth in the following service areas starting on January 1, 2025

- WellSense Care Alliance Plan - Quincy, Framingham service areas are being removed

## Provider Changes

As of January 1, 2025, nineteen providers are joining or moving in the MassHealth ACO program. These moves will affect approximately 11,000 members.

## Hospital Changes

As of January 1, 2025, fifteen ACOs will make changes to their hospital network. However, in an emergency, members can go to any hospital. Members do not need to worry about which health plan they have.

## NOTE:

- The Enrollment Guide will be updated to reflect changes starting January 1, 2025
- If you want to learn more about the health plans options, you can:
  - Visit [www.MassHealthChoices.com](http://www.MassHealthChoices.com); or
  - Call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711.
  - MassHealth Customer Service is open Monday – Friday, 8 am to 5 pm

# ACO Changes Starting January 1, 2025 (continued)



## Service Area Changes

The following health plan will no longer be offered by MassHealth in the following service areas starting on January 1, 2025

Plan Name	Service Area
WellSense Care Alliance	Quincy Framingham

## Provider Changes

As of January 1, 2025, nineteen providers are joining or moving in the MassHealth ACO program. These moves will affect approximately 11,000 members.

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# PCP Provider Changes (1/3)

#	Primary Care Provider	Address	will move from	to
1	East Elm Pediatrics	426 East St Pittsfield, MA 01201	Primary Care Clinician (PCC) Plan, WellSense Essential MCO, and Tufts Health Together MCO	Berkshire Fallon Health Collaborative
2	Lawrence Family Doctors	101 Amesbury St STE 204 Lawrence, MA 01840	Steward Health Choice*	Community Care Cooperative
3	Berkshire Health Pediatrics	758 East St Pittsfield, MA 01201	Primary Care Clinician (PCC) Plan, WellSense Essential MCO, and Tufts Health Together MCO	Berkshire Fallon Health Collaborative
4	Giving Tree Pediatrics	218 N Main St Natick, MA 01760	Primary Care Clinician (PCC) Plan	Mass General Brigham Health Plan With Mass General Brigham ACO
5	Marblehead Pediatrics	70 Atlantic Ave Marblehead, MA 01945	Steward Health Choice*	Mass General Brigham Health Plan With Mass General Brigham ACO
6	Pediatric Associates of Greater Salem	84 Highland Ave Salem, MA 01970	Steward Health Choice*	Mass General Brigham Health Plan With Mass General Brigham ACO
7	Pediatric Associates of Greater Salem and Beverly	30 Tozer Rd Beverly, MA 01915	Steward Health Choice*	Mass General Brigham Health Plan with Mass General Brigham ACO
8	Star and Fox Pediatrics	257 Station Ave South Yarmouth, MA 02664	Primary Care Clinician (PCC) Plan, WellSense Essential MCO, and Tufts Health Together MCO	Mass General Brigham Health Plan with Mass General Brigham ACO

*\*Steward Health Choices may be changing their name. Additional information is forthcoming.*

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# PCP Provider Changes (2/3)

#	Primary Care Provider	Address	will move from	to
9	Renaissance Primary Care	11-15 Sandersdale Rd Southbridge, MA 01550	WellSense Essential MCO	Steward Health Choice*
10	Belmont Street Internal Medicine	116 Belmont St RM 42 Worcester, MA 01605	N/A (New Practice)	Tufts Health Together with Umass Memorial Health
11	Northampton Area Pediatrics	29 Elm St South DeerField, MA 01373	Mass General Brigham Health Plan With Mass General	WellSense Boston Children's ACO
12	Ram Clinic PC	1200 Boston Providence TPKE St Norwood, MA 02062	Primary Care Clinician (PCC) Plan, WellSense Essential MCO, and Tufts Health Together MCO	WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
13	Carbon Health Medical Group of Massachusetts PC	573 Worcester Rd Unit 2, Framingham, MA 01701	N/A (New Practice)	WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
14	Greater Boston Wellness Primary care PC	200 Providence Hwy STE 203 Dedham, MA 02026	Primary Care Clinician (PCC) Plan, WellSense Essential MCO, and Tufts Health Together MCO	WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
15	Seen Medical Group of MA, P.C.	15 Oak St STE 3 Needham, MA 02492	N/A (New Practice)	WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
16	United Family Medical Center, LLC	1 Wallace Bashaw Junior Way Newburyport, MA 01950	N/A (New Practice)	WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
17	Essex Medical Associates	451 Andover ST STE 206 North Andover, MA 01845	Steward Health Choice*	WellSense Care Alliance

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# PCP Provider Changes (3/3)

#	Primary Care Provider	Address	will move from	to
18	Danvers Family Doctors, PC	1 Roosevelt Ave Ste 204	Primary Care Clinician (PCC) Plan, WellSense Essential MCO, and Tufts Health Together MCO	WellSense Care Alliance
19	Merrimack Medical and Walk-In Center	25 Marston St Ste 304	Steward Health Choice*	WellSense Care Alliance

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# ACO A Hospital Changes (1/3)

#	Plan Name	will add the following hospitals
1	Fallon Health - Atrius Health Care Collaborative	Baystate Medical Center (Baystate Health) Brockton Hospital (Signature Healthcare) Cape Cod Hospital Dana-Farber Cancer Institute Falmouth Hospital (Cape Cod Healthcare)
2	Berkshire Fallon Health Collaborative	North Adams Regional
3	Fallon 365 Care	Athol Hospital (Heywood Healthcare)
4	Be Healthy Partnership Plan	Cooley Dickenson Health Care (Partners Healthcare) Heywood Hospital
5	WellSense Health Plan– all ACO plans and the MCO plan	Milford Regional Medical Center North Adams Regional
6	Tufts Health Together (MCO)	North Adams Regional

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# ACO A Hospital Changes (2/3)

#	Plan Name	will add the following hospitals
7	Mass General Brigham Health Plan with Mass General Brigham ACO	Baystate Medical Center (Baystate Health) Baystate Wing Hospital Brockton Hospital (Signature Healthcare) Cape Cod Hospital Falmouth Hospital (Cape Cod Healthcare) Franklin Medical Center (Baystate Health) Holyoke Medical Center Lawrence General Hospital Noble Hospital (Baystate) Shriners Hospital for Children-Boston Shriners Hospital for Children-Springfield South Shore Hospital

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# ACO A Hospital Changes (3/3)

#	Plan Name	will remove the following hospitals
1	Mass General Brigham Health Plan with Mass General Brigham ACO	Lowell General Hospital - Main Campus ER only Lowell General Hospital - Saints Campus ER only

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# Continuity of Care



## **Continuity of Care**

The Continuity of Care period ranges from January 1, 2025 to January 30, 2025 (30 days post go-live)

## **Escalation Process**

Each health plan will have an escalation process in place for any access-to-care issues for members regarding pharmacy and specialty network issues during this period.

**Questions?**

# Mass.gov Updates

Emily Lindley, Provider Operations  
Specialist, MassHealth Provider  
Operations

# Mass.gov Updates



- In response to feedback received from the provider community, MassHealth has updated the layout of provider information on Mass.gov
- This initiative to update Mass.gov is ongoing and works to confirm that all published information is accurate and relevant

# Mass.gov Updates – Check Claims Status (slide 1 of 2)



## Check claim status

Learn how to check the status of your MassHealth claim on the Provider Online Service Center (POSC).

[Check claim status via POSC →](#)

[Watch How →](#)

### THE DETAILS

#### What you need

[How to check](#)

[Next steps](#)

[Downloads](#)

[Contact](#)

#### What you need

- Your [POSC](#) login information, if you are checking online
- Your MassHealth Provider ID/Service Location Identifier
- Either of the following:
  - Claim internal control number (ICN)
  - Member's MassHealth ID and date(s) of service(s)

You can only submit non-dental and non-pharmacy claims through the [POSC](#).

- Effective September 1<sup>st</sup>, MassHealth Customer Service stopped accepting calls to check the status of a claim
- Callers are instead directed to the Check Claims Status page on Mass.gov, where instructions are provided for checking the status of a claim in the Provider Online Service Center (POSC)

Visit: [Check Claim Status webpage](#)



# Mass.gov Updates – Check Claims Status (slide 2 of 2)



- Instructions are available in written form, as well as with a new video tutorial
- The video tutorial walks through the process of using the Provider Online Service Center (POSC) to verify the status of a claim after it has been submitted to MassHealth

## How to check a MassHealth claim status

Watch this video to learn how to research the status of a claim via the Provider Online Service Center (POSC) after it has been submitted to MassHealth for payment.

TABLE OF CONTENTS	
✓	Watch Now
✓	More Information

### Watch Now



Visit: [How to Check a MassHealth Claim Status webpage](#)

# Mass.gov- Primary Care Clinician



- Mass.gov pages for the Primary Care Clinician (PCC) plan have recently gone through some minor updates to ensure accuracy of information
- Additional resources have been added for providers to review, such as the PCC contract, so they can familiarize themselves before applying

## Apply to become a MassHealth Primary Care Clinician

Are you interested in becoming a PCC in the MassHealth Primary Care Clinician Plan? Learn about eligibility requirements and more.

### THE DETAILS

#### What you need

[How to enroll](#)

[More Info](#)

[Downloads](#)

[Contact](#)

#### What you need


You must be an enrolled fee for service (FFS) MassHealth provider to enroll as a clinician in the PCC Plan. Provider applicants can send the FFS and PCC Plan applications at the same time. Enrolled providers should send the PCC Plan application with the supporting documentation, and Provider Enrollment and Credentialing (PEC) will review and process your application.

The following provider types can become a Primary Care Clinician.

- Acute outpatient hospital
- Community health center
- Group practice organization
- Hospital-licensed health center
- Certified nurse practitioner
- Physician

### CONTACTS

MassHealth Provider Enrollment and Credentialing

 Online

[pec@maximus.com](mailto:pec@maximus.com)

### RELATED

[Apply to become a MassHealth provider](#) →

[Primary Care Clinician Plan - FAQ](#) →

[Provider Enrollment Overview](#) →

Visit: [Apply to become a MassHealth Primary Care Clinician webpage](#)

# Mass.gov Updates – Primary Care Clinician



## Primary Care Clinician Plan - FAQ

Find answers to common questions about the Primary Care Clinician (PCC) Plan.

### Frequently Asked Questions

#### What is the PCC Plan?

The Primary Care Clinician (PCC) Plan is a managed care health plan option run by MassHealth. MassHealth members receive primary care and other medical services through the PCC Plan.

To enroll as a PCC, you must be a fully participating, MassHealth fee-for-service (FFS) provider. You must also complete a separate PCC application and meet the requirements of the PCC Plan contract. PCC applications must be approved by MassHealth. Providers may submit a PCC Plan application with their FFS application.

Before applying, providers should review the applicable MassHealth regulations. Regulations outline the MassHealth program requirements. Please refer to [Administrative and Billing Regulations \(130 CMR 450.118\)](#) and the [PCC Plan contract](#).

#### What provider types can participate in the PCC Plan?

Only the specific provider types and health care facilities listed below may enroll as a PCC.

- Acute outpatient hospital
- Community health center
- Group practice organization
- Hospital-licensed health center
- Certified nurse practitioner
- Physician
- Physician assistant (employed by a group practice)

- Providers can also now review an updated set of Frequently Asked Questions for the PCC plan on Mass.gov
- The FAQ has also been updated to direct new providers who may want to enroll for the first time to enrollment resources on Mass.gov

Visit: [Primary Care Clinician Plan FAQ webpage](#)

# Mass.gov – New Application Request Process



## Apply to become a MassHealth provider

Read below to find the appropriate application link for your provider type.

[Provider Application Request Form →](#)

### THE DETAILS

What you need

[How to apply](#)

[More info](#)

[Contact](#)

What you need

### Know your provider enrollment choices

Only MassHealth providers are reimbursed for services provided to MassHealth members. Therefore, providers must be approved as a

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- **In June 2024**, MassHealth implemented an online method to request an application to enroll in the program
- Two format options for the app are available using the new form, providers can request an application package in fillable PDF format, or they can still receive the physical app at their mailing address
- As of September 2024, more than 1,200 application requests have been received and processed

Visit: [Apply to become a MassHealth provider webpage](#) to access the new form

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**Questions?**

# **Provider Self-Service Tools**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business  
Support Services**

# Self-Service Tools for MassHealth Providers



Business Support Services (BSS) has launched two new web-based self-service tools for providers to assist with enrollment inquiries:

- Provider Enrollment Status
- Provider Application Status

## [Provider Self-Service Tools](#)

The screenshot shows the Mass.gov website interface. At the top, there is a search bar with the text 'Search Mass.gov' and a search icon. Below the search bar is a navigation menu with the following items: LIVING, WORKING, LEARNING, VISITING & EXPLORING, and YOUR GOVERNMENT. The main content area is titled 'Self-Service Tools for MassHealth Providers'. Below the title, there is a yellow horizontal line. The text reads: 'Use the tools below to check a provider's MassHealth enrollment status or application status. For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:'. Below this text are two bullet points: 'Dental Program' and 'Long-Term Services & Support (LTSS) Provider Portal'. There are three blue buttons with white text and right-pointing arrows: 'Check Provider Enrollment Status', 'Check Provider Application Status', and 'Apply to Become a MassHealth Provider'. At the bottom of the page, there is a footer that reads: 'For questions on how to use the self-service tools, visit the FAQs or email PEC@maximus.com.'

# Provider Enrollment and Application Status Tool Use



These tools will allow providers and their credentialing staff to verify the current MassHealth provider enrollment status and application status for:

- Fee-for-Service (FFS) providers
- Ordering, Referring, and Prescribing (ORP) providers

Note, these tools will not display application information on the following:

- Dental providers
- Long-Term Services & Supports (LTSS) providers
- MCE Providers



# Provider Enrollment Status



This tool is to be used to search the status of *current* MassHealth Providers and Entities

The tool returns the following:

- Enrolled providers and entities
- Inactive providers and entities
- Providers with applications in process

Self-Service Tools >

## Provider Enrollment Status

Enter one of the following to check a provider's MassHealth enrollment status:


- MassHealth Provider ID/Service Location (PID/SL)
- National Provider Identifier (NPI)
- Corporate Federal Employer Identification Number (FEIN)

For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:

- [Dental Program](#)
- [Long-Term Services & Support \(LTSS\) Provider Portal](#)

---

PID/SL, NPI or FEIN

I'm not a robot  reCAPTCHA  
Privacy - Terms

**SEARCH**

Note: the result(s) displayed is for informational purposes only and takes 24 hours to update. For questions, visit the [FAQs](#) page or email [PEC@maximus.com](mailto:PEC@maximus.com).

# Searching for Providers

(slide 1 of 2)



1. Search with one of the following:
  - Provider ID/Service Location (PID/SL),
  - NPI
  - FEIN

Self-Service Tools >

## Provider Enrollment Status

Enter one of the following to check a provider's MassHealth enrollment status:


- MassHealth Provider ID/Service Location (PID/SL)
- National Provider Identifier (NPI)
- Corporate Federal Employer Identification Number (FEIN)

For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:

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# Searching for Providers

(slide 2 of 2)



2. Select the box labeled **I'm not a robot** and complete the CAPTCHA.
3. Next, select the **Search** button to proceed.

Self-Service Tools >

## Provider Enrollment Status

Enter one of the following to check a provider's MassHealth enrollment status:


- MassHealth Provider ID/Service Location (PID/SL)
- National Provider Identifier (NPI)
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# Provider Status Search Results



The search results will display the following information:

- Provider ID/Service Location
- Name
- Provider Type
- NPI
- DBA Address
- Status
- Program Eligibility
- Notes

<input type="text" value="Search..."/>							
PID/SL	Name	Provider Type	NPI	DBA Address	Status	Program	Notes
110000000A	John Doe	Physician	1234567890	1 Main St. Boston, MA 02110	Enrolled	Fee-for-Service (FFS)	Provider status effective 01/01/1900

« ‹ 1 › » 1 - 1 of 1 items

**Questions?**

# Provider Application Status



This tool is to be used to search the status of MassHealth Applications.

The tool returns the following:

- Application status and history
- Application journey

Self-Service Tools >

## Provider Application Status

Enter one of the following to check a provider's MassHealth application status:

- Application Tracking Number (ATN)
- National Provider Identifier (NPI)


A provider may already be enrolled with MassHealth; to lookup the status of an already-enrolled provider, click [here](#).

For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:

- [Dental Program](#)
- [Long-Term Services & Support \(LTSS\) Provider Portal](#)

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ATN or NPI

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# Searching for Applications

(slide 1 of 2)



1. Search with one of the following:
  - Application Tracking number (ATN)
  - NPI

Self-Service Tools >

## Provider Application Status

Enter one of the following to check a provider's MassHealth application status:

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ATN or NPI

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# Searching for Applications

(slide 2 of 2)



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3. Next, select the **Search** button to proceed.

Self-Service Tools >

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ATN or NPI

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# Search Results

The search results will display the following information:

- Application Tracking Number
- Date received
- Name
- Provider Type
- NPI
- Status
- Program
- Status dropdown

ATN	Received	Name	Provider Type	NPI	Status	Program
123456	MM/DD/YYYY	Jane Doe	Physician	1234567890	In Process	Ordering, Referring, and Prescribing (ORP)

« ‹ 1 › » 1 - 1 of 1 items

▸ ATN 123456 Status: In Process

# ATN Status Dropdown

Selecting the ATN Status dropdown will display additional details on the processing of the application, including:

- ATN history
- Current Status

ATN	Received	Name	Provider Type	NPI	Status	Program
123456	MM/DD/YYYY	Jane Doe	Physician	1234567890	In Process	Ordering, Referring, and Prescribing (ORP)

1 - 1 of 1 items

▼ ATN 123456 Status: In Process

- ✓ Received
- 🕒 **In-Process** Your application is in-process, nothing is needed from you at this time.
- 🕒 Final Review
- 🕒 Review Complete

**Questions?**

# **Primary User and Subordinate User Roles**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# Reminder: Primary User Policy



## Important:

- Each organization must establish and maintain a Primary User and a backup Primary User to manage access to the organization's information on the POSC.
- Organizations can assign the same Primary User to multiple PID/SLs as necessary.
- The Primary User and backup Primary User must not grant access to the "Manage Subordinates" function to any other user.

[Primary User Policy](#)

# Revalidation Attestations

Primary User access is NOT required to complete the MassHealth Revalidation attestation on the Provider Online Service Center (POSC).

To complete the attestation, the appropriate service that should be assigned to the subordinate user's account is:

- Manage Provider Profile Information

# Assigning the Service



## Add New Subordinate:

## Link Subordinate:

Manage Subordinate Accounts

### Add New Subordinate

Last Name:

First Name:  Middle Initial:

Date of Birth:  (mm/dd - month and day only)

PIN:  4 digit number

Email Address:

Zip Code:

Please choose the services that this subordinate requires.

Available Services	Assigned Services
Primary Portal User	
View Provider Contracts	
View Provider Reports	
<b>Manage Provider Profile In</b>	
Batch File Submit and Dov	
Claims Submission and St	

Cancel Service Return to Search Results **Submit**

Manage Subordinate Accounts

### Link Subordinate

Add the Username of the subordinate you would like to link to the selected provider.

Username:

Please choose the services that this subordinate requires.

Available Services	Assigned Services
Primary Portal User	
View Provider Contracts	
View Provider Reports	
<b>Manage Provider Profile In</b>	
Batch File Submit and Dov	
Claims Submission and St	

Cancel Service Return to Search Results **Submit**

# POSC Services (slide 1 of 2)



Service	Function
Batch File Submit and Download	Allows users to upload and download batch files
Claim Submission and Status	Allows users to submit/adjust/view status of claims
Manage Member Eligibility	Allows users to view member eligibility data
Manage Provider Profile Information	Allows users to make changes to the provider's profile, including: <ul style="list-style-type: none"><li>•Address Changes,</li><li>•Name Changes,</li><li>•Process Revalidation,</li><li>•Etc.</li></ul>
Manage Referrals	Allows users to submit/update/view referrals for members enrolled in the PCC Plan and ACO B
Primary User & Backup User	Allows Primary Users to manage subordinate accounts for a particular PID/SL. This is used to link a POSC user or create a new POSC user.



# POSC Services (slide 2 of 2)



Service	Function
Portal Services	Role allows users general access to the POSC. This MUST be added to any user who needs to view the POSC.
Provider Enrollment	Role allows organizations to go through the application, enrollment and credentialing process in POSC.
Service Authorizations	Role allows users access to submit, edit and view PA/PAS
View Financial Data	<p>Allows users to view general financial data including:</p> <ul style="list-style-type: none"> <li>• Year-to-date payments,</li> <li>• Payment averages,</li> <li>• Etc.</li> </ul>
View Provider Contracts	Role allows users access to view/download the provider contract
View Provider Reports	Role allows users access to provider-specific reports such as PCC Plan and ACO B member rosters, claim denials, and remittance advices

**Questions?**

# **Virtual Gateway(VG)/Provider Online Service Center(POSC) User Updates**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# VG Account Deactivation



- Effective November 1<sup>st</sup>, 2024, the MMIS and Virtual Gateway (VG) will begin deactivating accounts that have been inactive for more than 12 months.
- The initial deactivation event will affect accounts that have not been used since November 1st, 2023. Following this initial deactivation event, accounts will be continually monitored for inactivity and subsequently deactivated in accordance with industry standard user access policies.
- MassHealth will notify all users of future account deactivations to ensure that access is effectively maintained in accordance with the industry standard.

# VG MFA Profile Updates



- Effective Sunday, October 20th, 2024, the Virtual Gateway (VG) is implementing changes to ensure that the VG and the recently implemented Multi-Factor Authentication (MFA) profile updates via Azure are synchronized.
- As of October 20th, the VG will require that profile changes to the user's first name, last name, and email address must only be submitted via the [Azure "Account Settings" page](#).
- Users will no longer be able to update this information in the VG "Manage My Account" page.

# Data Collection Forms

- MassHealth will no longer accept Data Collection Form requests seeking updates to the primary user's email address.
- Users must update their email addresses directly via MFA. MassHealth will no longer make these modifications.
- Please note: The [VG “Manage My Account” page](#) will continue to be available to accommodate users that want to update their PIN and Date of Birth information.

**Questions?**

# Long-Term Services and Supports

Lindsey Klauka, Manager of Provider Enrollment & Networking, Optum



# LTSS Provider Communications (slide 1 of 2)



The MassHealth LTSS Provider Service Center utilizes provider data to identify behavior trends for areas of targeted training via email. These emails may contain attached job aids or links to additional educational resources via the LTSS Provider Portal.

Areas of focus for these communications include but are not limited to:

- high claims denials for specific error codes
- high prior authorization denials or administrative holds, and/or
- audit findings/SURs reports

The goal of each communication is to assist the Provider in reducing their administrative errors in billing and prior authorization.

# LTSS Provider Communications (slide 2 of 2)



Over the last 3 months, Optum has sent over 95 email communications via our LTSS support inbox to LTSS Providers.

There have been 14 provider bulletins published on the MassHealth website:  
[www.mass.gov](http://www.mass.gov)

If you have not received or wish to begin receiving these communications, you may do so by following steps:

- For the LTSS support box communications, please reach out to the LTSS Provider Service Center and we can help ensure your inclusion in future communications
- For communications from MassHealth on mass.gov, follow this link:

[Email Notifications for MassHealth Provider Bulletins and Transmittal Letters](#)

# LTSS Provider Trainings and Quality Forums



Training or Quality Forums for MassHealth LTSS Providers:

- Trainings:
  - Home Health Agency Applicant Orientation Training: 10/7/24
  - Continuous Skilled Nursing Training: 10/3/2024
- Quality Forums:
  - Durable Medical Equipment and Oxygen & Respiratory Quality Forum: 9/30/2024

**Questions?**

# LTSS Provider Service Center (PSC) (slide 1 of 2)



## *New Provider Portal Chat Feature*

- As of July 1, 2024, **Active Portal Users** are able to communicate in real time with a **Provider Service Center Agent** by clicking on the “**Need Help?**” icon and then selecting “**Chat**” on the **LTSS Provider Portal**.
- To use the chat feature, providers will need to have access to the **LTSS Provider Portal**.
  - If you need help with obtaining access to the **LTSS Provider Portal**, please reach out to the **PSC** by emailing [support@masshealthltss.com](mailto:support@masshealthltss.com) or calling 888-832-3006
- The chat feature can be used to communicate in real time with a **Provider Service Center Agent** for any questions related to **LTSS Provider Services**, **Enrollment**, **Claims**, etc.

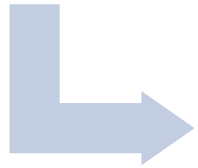
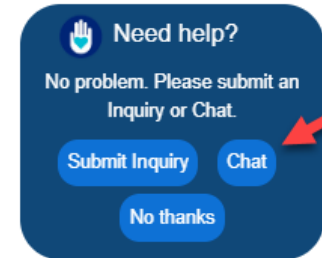
# LTSS Provider Service Center (PSC) (slide 2 of 2)



## New Provider Portal Chat Feature

**Step 1**

To use the Provider Portal Chat Feature, providers should log onto the LTSS Provider Portal at [www.masshealthltss.com](http://www.masshealthltss.com).



**Step 2**

Once logged into the LTSS Provider Portal, on the bottom right hand side on the page, there will be a “Need help?” icon. Active portal users will want to select the “Chat” option to use the chat feature.



**Step 3**

Once you select the “Chat” option, a display window will appear with your Name, Provider PID, and Email auto populated in the required fields. Providers will then select “Begin Conversation” to be connected to a Provider Service Center Agent.

Welcome to the MassHealth LTSS Provider Support Chat!

Your name\*

Provider's PID

Email

**Begin Conversation**

LTSS Provider Portal

# **Provider Revalidation Automation**

**Michael Gilleran, Sr. Provider Relations  
Specialist, MassHealth Business  
Support Services**

# The Purpose of Revalidation



Providers enrolled in MassHealth are required to revalidate their relationship with MassHealth every 5 years, based on the date of their enrollment.

- Each Provider is required to maintain their provider file information to minimize fraud, waste, and abuse and ensure you remain in good standing\*
- The first automated revalidation pilot started in May 2024, with individually practicing FFS providers able to complete the MassHealth revalidation requirement online (without using fax or postal mail to submit any needed documents)
- When it is time for the provider to revalidate an email notification **is** sent to the email on file
- All communications, forms, and submission methods for this new process will be entirely online

*\* as required by Section 6401 of the Affordable Care Act*



# Automated Revalidation Overview



MassHealth is introducing the following electronic automation to help Individual Fee-For-Service Providers manage their revalidation and submit electronic FRDFs. As part of this pilot program, MassHealth is:

- Implementing an electronic survey to confirm revalidation intent and contact info
- Transitioning all revalidation communication from letters to emails
- Implementing an online electronic Federally Required Disclosure Form (FRDF)
- Allowing e-signatures and electronic form submission

# The Process of Automated Revalidation



- As part of the revalidation pilot program, MassHealth selected Fee-For-Service Providers not linked to any group practices or healthcare entities based on date of enrollment or last revalidation date\*
- Selected Providers received an email from [revalidation@mahealth.net](mailto:revalidation@mahealth.net) informing them that it is time to revalidate.
- These Providers then took the questionnaire in the notification email to determine if they should either: revalidate, change to ORP status, or opt out and leave the MassHealth program
- Providers who opted to revalidate were sent a follow-up email with a link to access the necessary online documents
- In the case of unresponsive Providers, Up to three follow-up emails were sent until the survey was completed

*\*entity revalidation was not included in this automation and will remain as a PDF*

# Benefits of Revalidation Automation



- Streamlines process for organizations/group roster management
- Enhances the provider experience by sending pre-populated forms directly to provider
- Provides transparency into upcoming and ongoing revalidations
- Transition all revalidation communication from letters to emails
- Allow e-signature and electronic form submission
- Provide transparency into revalidation status/progress

**Questions?**

# **New Dental Third Party Administrator Vendor Go-Live February 1, 2025**

Marilyn Thurston, Manager, Provider  
Relations, MassHealth Business  
Support Services

# Provider Bulletin October 2024

- Effective February 1, 2025, Benecare will completely take over dental third-party administrator services from DentaQuest.
- Benecare: 45 years of experience; CT Medicaid since 2008.
- Includes frequently asked questions regarding vendor transition: **FAQ.massdhp.org**
- Providers may sign-up for email alerts for future announcements from Benecare: **FAQ.massdhp.org**
- Questions about the bulletin? Please email [Tuyen.Vu@mass.gov](mailto:Tuyen.Vu@mass.gov)
- Sign-up for email alerts from MassHealth: <https://www.mass.gov/forms/email-notifications-for-masshealth-provider-bulletins-and-transmittal-letters>

# Important Dates

- **January 2, 2025**
  - Benecare soft-opening of their call center to answer questions regarding the transition.
- **January 17, 2025**
  - DentaQuest last date to accept claim submission.
  - Vyne clearinghouse payor ID switch from DentaQuest to Benecare on January 18, 2025.
- **January 31, 2025 EOD**
  - MassHealth customer service dental line will re-route from DentaQuest to Benecare 1-844-MHDENTL (634-3675).
  - DentaQuest line will have a recorded message with.
- **February 1, 2025**
  - Operational Go-Live following Monday
  - All dental information on Mass.gov will be updated to reflect Benecare as the dental TPA vendor.

# Contacts & Websites

- Tuyen Vu, Deputy Director, Dental Contracts & Operations [Tuyen.Vu@mass.gov](mailto:Tuyen.Vu@mass.gov)
- 1-844-MHDENTL (634-3675)
- [FAQ.massdhp.org](http://FAQ.massdhp.org)
- [Massdhp.org](http://Massdhp.org) (future webportal)



**Questions?**

# TRANSPORTATION PT-1 UPDATE

Michelle Croy – Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services

# Transportation Updates

Transportation Provider Bulletin 21 focuses on transportation services for MassHealth members under the age of 21 who require comprehensive care and MassHealth members that require wheelchair repair or evaluation.

Per [Regulation CMR 407. 404](#), transportation costs for a child's parent, family member, or caregiver will be covered if their presence is necessary for the child's treatment.

This applies to children in residential or facility-based care settings (such as NICUs, inpatient hospital or intensive residential treatment programs or nursing facility) where active participation from the caregiver is required for the child's care.

MassHealth will cover non-emergency transportation for members who utilize wheelchairs, specifically for evaluation or repair purposes, if the wheelchair is operational enough to transport the member.

[Transportation Providers Bulletin 21: Updates regarding Transportation for the Direct Benefit of Children under 21 and for Wheelchair Repair](#)

# MassHealth Updates

Michelle Croy – Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services

# Ordering and Referring (O&R) Background



If MassHealth requires that a service is ordered, referred or prescribed, Section 6401(b) of the Affordable Care Act (ACA) requires that the Billing provider include an authorized ordering, referring or prescribing (ORP) provider's National Provider Identifier (NPI) on the claim. The ACA also requires that the ORP provider be enrolled with MassHealth as a fully participating provider or as a non-billing ORP provider.

Under state law, certain provider types are **required**, as a condition of state licensure to apply to be enrolled with MassHealth as either billing providers or as non-billing providers for the purposes of ordering, referring, and prescribing services to MassHealth members. Failure to complete a MassHealth revalidation process may prevent such providers from renewing their license to practice at a future date. In addition to several other provider types (see M.G.L. Ch. 112), this state law applies to physician interns and residents (see M.G.L. Ch. 112, Sec. 9).

# Ordering Referring and Prescribing (ORP)



## ORP Reminders

MassHealth recommends that providers:

- Continue to enroll ORP providers as non-billing or fully enrolled providers including residents and interns
- Continue to take notice of ORP edits and denials on remittance advice
- Make any process adjustments to reduce ORP denials
- Visit Mass.Gov for the most updated information
- Watch for notifications from MassHealth

To learn more about Ordering, Referring and Prescribing (ORP) requirements, please visit the [Provider ORP webpage](#).

# Office Hours

MassHealth Business Support Services has begun hosting new Office Hours to allow providers an opportunity to discuss topics such as billing and claims, enrollment and credentialing.

Each session there are a few announcements, and a brief overview of the topic before the question-and-answer segment. The MassHealth Business Support Services team will then provide answers and direct providers to helpful resources found on mass.gov.

## Upcoming Office Hour Sessions:

- Enrollment and Revalidation:
  - Tuesday November 19<sup>th</sup>, 2024 - 1:00pm
  - Tuesday December 17<sup>th</sup>, 2024 - 1:00pm
- Billing and Claims:
  - Tuesday November 5<sup>th</sup>, 2024 - 1:00pm
  - Tuesday December 10<sup>th</sup>, 2024 - 1:00pm

For more information on training related resources offered by MassHealth and registration links visit the [MassHealth Provider Training Home Page](#).

# Provider Education LMS



The MassHealth Provider Learning Management System(LMS) for Non-OLTSS providers is a system providers can use 24/7 as an educational resource.

The Provider LMS delivers:

- Previous live training presentations
- New on demand training courses
- Resources
- Course surveys



If you are currently a registered user but have forgotten your user-name or password, you can retrieve it from the sign-in screen

New Users can create a profile and begin using the system immediately

Visit: [MassHealth BSS Provider Training portal](#)

*OLTSS and Dental providers should visit their respective vendor site for training opportunities*



# All Provider Bulletins



- [All Provider Bulletin 393](#): Documentation Required for Manual Review of Certain Claims
- [All Provider Bulletin 394](#) : Continued Access to Care for MassHealth Members Impacted by the Closing of Carney Hospital and Nashoba Valley Medical Center
- [All Provider Bulletin 395](#): Coverage and Reimbursement Policy for Mpox and COVID-19 Vaccinations

# Resources



## Provider Email Alerts

Sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, fill out the Email Notification Request for Providers on Mass.gov.

[MassHealth New Bulletin and Transmittal Letters](#)

## MassHealth Website

- [Bulletins are Available on Mass.gov](#)
- [MassHealth Providers web page](#)
- [The ACA ORP Requirements for MassHealth Providers](#)

**Questions?**