

# Health Safety Net (HSN) Updates

Massachusetts Health Care Training Forum  
October 2022



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# HSN Updates – Agenda

- “NEW” HSN Interim Payments/Software Upgrade  
HSN Billing Update HSN-ALL-BU-2
- Interim Payments
- Remittance Posting and Schedules
- Applying for HSN
- Medical Hardship
- Community Health Center Services
- Presumptive Eligibility Reminder
- FY 2022 Closing
- Billing Intermediaries and Companies
- General HSN Information



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# Interim Payments Beginning October FY23

- Due to the implementation system software upgrades, the Health Safety Net will be sending calculated Interim Payments to facilities beginning in October 2022 (HFY2023). This interim payment period will be subject to monthly HSN reviews for accuracy and necessity. To keep providers up to date HSN will continue to post individual remits to INET for each month beginning in October 2022 for reconciliation purposes
- For details, please see HSN Billing Update [HSN-ALL-BU-2](#)



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# How will HSN post claims during the Interim?

- Individual facilities can choose to post using one of the two methods below:
  - Continue to post remits on a monthly basis and ignore the summarized remit containing the months accrued during the interim payment period
- **OR**
- Use the summarized remit to post when the remit becomes available
- **REMINDER:** Facilities should choose **ONE** method of posting remits that is best suited for their facility:
  - HSN warns against using both methods to reconcile, as it will result in double posting
- If you have any questions regarding the Interim Payments or posting methods please refer back to your facilities finance team
- For HSN questions regarding Interim Payments please contact the HSN Help Desk at [hsnhelpdesk@state.ma.us](mailto:hsnhelpdesk@state.ma.us) or 1 (800)-609-7232



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# How does one become HSN eligible?

- Patients can be found HSN eligible one of two ways:
  - Submit a completed health services application through MA Health Connector. Eligible patients must meet the following criteria:
    - Resident of Massachusetts;
    - Gross Income equal to or less than 300% Federal Poverty Level (FPL)
  - Through a “special circumstance” process:
    - Medical Hardship
    - Bad Debt
    - Confidential Minor
    - Domestic Violence



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# Medical Hardship Assistance - Special Circumstances

A Massachusetts Resident at any Countable Income level may qualify for Medical Hardship if allowable medical expenses exceed a certain percentage of his or her Countable Income as specified in 101 CMR 613.05(1)(c). A determination of Medical Hardship is a onetime determination and not an ongoing eligibility category. An applicant may submit no more than two Medical Hardship applications within a 12-month period.

<b>Income Level FPL</b>	<b>Percentage of Countable Income</b>
<b>0 - 205%</b>	<b>10%</b>
<b>205.1 - 305%</b>	<b>15%</b>
<b>305.1 - 405%</b>	<b>20%</b>
<b>405.1 - 605%</b>	<b>30%</b>
<b>&gt;605.1%</b>	<b>40%</b>



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# Community Health Center Services

The HSN Procedure Code Guide lists all reimbursable codes. The list is broken into the following service categories:

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## Community Health Center Procedure Codes

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Medical Visits

Urgent Care/After Hours

Home Health Procedures

Telephonic

Surgery

Vision Care

Cardiology and Pulmonology

Vaccines, Drugs and Supplies

Behavioral Health

Physical Therapy

Telephonic Assessment

Laboratory

Radiology and Gynecology

Wellness

Obstetrics

Dental

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# Separately payable Services from an Individual Medical Visit

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## Type of Service

Medical Visit – Urgent Care (code 99051)

Cardiology Diagnostic (technical component only)

Obstetrical Services

Behavioral Health

Radiology

Clinical Laboratory

Dental

340B Pharmacy Services

Vision Care (dispensing and repair)

Preventive Services/Risk Factor Reduction

Family Planning Services

Vaccines Not Included in the Individual Medical Visit or Supplied by the Department of Public Health

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# HSN Presumptive Eligibility Reminders

- HSN Presumptive Eligibility (HSN-PD) is an optional process available to HSN-authorized providers in order to make a patient eligibility determination based on self-attested information
  - Only used in the event that a full application cannot be submitted on the date of service.
- Qualified HSN patients that are unable to complete a full application on the day of service may fill out a HSN-PD application if the patient:
  - is a Massachusetts resident and has a self-attested household income at or below 300% FPL
  - Does not have any subsidized benefits through MassHealth, CMSP, the Health Connector, or another HSN determination
    - Patients eligible for (but not enrolled in) a subsidized Connector plan that have submitted a full application and received a determination cannot qualify for HSN-PD
  - Has not received HSN-PD within the past six months



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# HSN Presumptive Eligibility Application Assistance

- Trained Facility Representatives (FRs) may assist in submitting HSN-PD applications at HSN-authorized provider locations.
  1. Facilities must ensure that FRs are trained on the HSN-PD process prior to the FR assisting patients with the application process
  2. FRs assisting with HSN-PD applications must be authorized to check EVS to ensure the patient does not have existing eligibility
- The FR must accept self-attestation for all information requested in the HSN-PD application
  - HSN will not seek additional information from the individual patient
  - ALL information must be collected from the patient **prior** to the patient signing and dating the HSN-PD application
- If the applicant does not qualify for HSN-PD:
  - Do not fax the application to MassHealth
  - Give applicant the form letter supplied by MassHealth with facility-specific information filled in
  - Encourage applicant to submit the full application in the future

**For more information and training materials regarding HSN-PD please visit: <https://www.mass.gov/service-details/health-safety-net-presumptive-determinations-hsn-pd-information>**



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# HSN Reminders – HSN Fiscal Year 2020 (FY20) Closing

- FY 2020 Closing: Providers are reminded that FY20 was closed effective September 30, 2022. Any new claim submission with an FY20 date(s) of service after the FY has closed will be denied
- If providers have questions on the FY20 closing, please contact the HSN Helpdesk at [hsnhelpdesk@state.ma.us](mailto:hsnhelpdesk@state.ma.us)



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# Billing Intermediaries, Companies and HSN Communications

- Facilities that have signed contracts with billing intermediaries and/or billing companies for submitting HSN claims should ensure that the provider/facility is included on written documentation, as well as included on requests for HSN conference calls
- Facilities have notified HSN on several occasions that their claim denials have increased due to claim/system changes incorporated by their billing company/intermediary. The HSN Helpdesk will assist billing intermediaries / billing companies with claim status after the facility has confirmed that the claim(s) are listed as “paid” on MassHealth’s 835
- If the claim(s) denied on the 835 reports, MassHealth should be contacted for further assistance at 800-841-2900. In addition, billing intermediaries / billing companies should refer to the HSN Validation Report (aka edit / denial report) which may be downloaded from the HSN INET secure portal to evaluate claim status within HSN
- The HSN Helpdesk will redirect companies back to the provider/facility if following claim information is not available:
  - TCN (patient account number)
  - ICN
  - DOS
  - Claim Type (I or P)



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# Claim Waiver Requests – MMIS Transition

- Any claims older than 90 days must be sent to the Health Safety Net by 4/30/2023 to support the transition to fully adjudicate Health Safety Net claims in MMIS
- After 4/30/2023, any claims older than 90 days will be denied for “*Claims received after billing waiver termination 04.30.23*”
- Once HSN has migrated into MMIS, HSN will follow the same timeline rules as MassHealth for billing waivers; HSN will no longer consider any 3-year billing waiver requests
- Facilities with any questions or concerns may contact the HSN Operations Manager via email directly at [Angela.Gizzi@mass.gov](mailto:Angela.Gizzi@mass.gov)



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# General Information

- Health Safety Net regulations can be found at:  
[HSN- Regulations](#)
- Health Safety Net Reimbursable Services located at:  
[HSN- CHC Coverage Code List](#)
- Billing updates are posted and can be found at:  
[HSN-Billing Updates](#).
- FY 2020 Closing fiscal year of 2020 (FY20) will be closing on September 30, 2022

*For more information, please contact (800) 609-7232 or  
[hsnhelpdesk@state.ma.us](mailto:hsnhelpdesk@state.ma.us)*



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# QUESTIONS?

