TO: All Providers Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary for MassHealth

RE: New Mailing Address for MassHealth Provider and Claims Documents

Announcement

Effective immediately, MassHealth has established two new Post Office (P.O.) boxes that MassHealth providers must use for mail correspondence. These providers include non-billing providers who order, refer, and prescribe services.

What Is Changing: New Post Office Boxes

Beginning immediately, please use the addresses below.

MassHealth Provider Enrollment and Credentialing — for completed applications, licenses, certifications, changes of address, site location update, and any other qualifications or data that may affect participation in MassHealth, send to the following address:

MassHealth Customer Service Center
Attn: Provider Enrollment and Credentialing
P.O. Box 121205
Boston, MA 02112-1205

MassHealth Claims — for claims and correspondence from providers who are approved to submit paper claims, send to the following address:

MassHealth Customer Service Center
Attn: Claims
P.O. Box 120010
Boston, MA 02112-0010

MassHealth will continue to receive and process documentation mailed to the previous post office boxes in Canton, MA until February 1, 2018. We encourage all providers and applicants to start using the new address.

(continued on next page)
What Is Not Changing: Long Term Services and Supports (LTSS) and Dental Providers

Long term services and supports (LTSS) providers will continue to use the addresses outlined for LTSS correspondence. The addresses and the full list of LTSS providers can be found in All Provider Bulletin 270. The only exception is LTSS providers approved to submit paper claims. These providers should use the new Claims P.O. box listed above.

Dental providers will continue to use the addresses for enrollment and claims outlined in the MassHealth Dental Program Reference Manual. The DentaQuest provider manual contains a quick reference directory for all addresses.

Attachment

Please find attached a Quick Reference Directory showing the correct addresses to use.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at 1-800-841-2900, email your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.

LTSS and dental providers: Please contact the appropriate customer service numbers in the quick reference directory.
# Quick Reference Directory

## New P.O. Box Addresses

<table>
<thead>
<tr>
<th>Correspondence Type</th>
<th>Provider Type</th>
<th>New P.O. Box Address</th>
<th>Excludes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MassHealth Provider Enrollment and Credentialing</td>
<td>MassHealth providers including non-billing providers who order, refer, and prescribe services</td>
<td>MassHealth Customer Service Center Attn: Provider Enrollment and Credentialing P.O. Box 121205 Boston, MA 02112-1205</td>
<td>Long Term Services and Supports (LTSS) and dental providers</td>
</tr>
<tr>
<td>MassHealth Claims related (paper waiver approved only)</td>
<td>MassHealth providers and LTSS providers</td>
<td>MassHealth Customer Service Center Attn: Claims P.O. Box 120010 Boston, MA 02112-0010</td>
<td>Dental providers</td>
</tr>
</tbody>
</table>

## Addresses remaining the same (LTSS and dental providers)

### LTSS providers
Please refer to [All Provider Bulletin 270](http://example.com) for a full list of LTSS provider types, addresses, and services.

<table>
<thead>
<tr>
<th>Correspondence Type</th>
<th>MassHealth LTSS P.O. Box 159108 Boston, MA 02215</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTSS provider questions</td>
<td>1-844-368-5184 <a href="mailto:support@masshealthltss.com">support@masshealthltss.com</a></td>
</tr>
</tbody>
</table>

### MassHealth dental providers
Please refer to the *MassHealth Dental Program Reference Manual* for a full list of addresses and services.

<table>
<thead>
<tr>
<th>Correspondence Type</th>
<th>MassHealth Dental-PEC P.O. Box 2906 Milwaukee, WI 53201-2906</th>
</tr>
</thead>
<tbody>
<tr>
<td>MassHealth Dental Claims correspondence</td>
<td>MassHealth Dental-Claims P.O. Box 2906 Milwaukee, WI 53201-2906</td>
</tr>
<tr>
<td>MassHealth dental provider questions</td>
<td>1-800-207-5019 <a href="mailto:inquiries@masshealth-dental.net">inquiries@masshealth-dental.net</a></td>
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</tbody>
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