



**MassHealth**  
**Acute Inpatient Hospital Bulletin 188**  
**February 2022**

**TO:** Acute Inpatient Hospital Providers Participating in MassHealth

**FROM:** Amanda Cassel Kraft, Assistant Secretary for MassHealth 

**RE:** **Temporary Modification of Certain Utilization Management Functions in Response to the COVID-19 Pandemic**

**Background and Temporary Modification of Utilization Management Functions**

To ensure that certain medical services for which MassHealth pays are medically necessary and provided in the appropriate setting, MassHealth operates the utilization management program for acute inpatient hospitals (UMP). Through the UMP, MassHealth, using its utilization-management contractor, conducts preadmission screening, and also regularly reviews a sampling of claims, both on a prepayment and postpayment basis. For additional information, please review the regulations governing the MassHealth UMP, available at 130 CMR 450.207 through 450.209, and 130 CMR 450.237.

In response to the ongoing challenges that the COVID-19 pandemic poses to acute inpatient hospitals, MassHealth is modifying certain aspects of its UMP in the following ways:

- Temporarily ceasing the initiation of new post-payment utilization reviews until the end of February 28, 2022; and
- Extending the deadlines to request reconsideration for any denials from certain prepayment and postpayment review cycles, as follows:

**Prepayment Cycles**

<b>Prepayment Cycle</b>	<b>New Due Date for Requests for Reconsideration for Denials from that Prepayment Cycle</b>
781	April 8, 2022
783	April 15, 2022
784	April 22, 2022
785	April 29, 2022

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**Postpayment Cycle**

<b>Postpayment Cycle</b>	<b>New Due Date for Requests for Reconsideration for Denials from that Postpayment Cycle</b>
782	April 8, 2022

At the direction of MassHealth, the UMP contractor has communicated or will communicate these temporary modifications to its UMP to participating hospitals via its electronic messaging system.

**MassHealth Website**

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**Questions**

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