***Commonwealth of Massachusetts***

***Executive Office of Health and Human Services***

***Office of Medicaid***

[*www.mass.gov/masshealth*](http://www.mass.gov/masshealth)

MassHealth

# Acute Inpatient Hospital Bulletin 188

February 2022

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

**FROM**: Amanda Cassel Kraft, Assistant Secretary for MassHealth [signature of Amanda Cassel Kraft]

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

| **Prepayment Cycle** | **New Due Date for Requests for Reconsideration for Denials from that Prepayment Cycle** |
| --- | --- |
| 781 | April 8, 2022 |
| 783 | April 15, 2022 |
| 784 | April 22, 2022 |
| 785 | April 29, 2022 |

### Postpayment Cycle

| **Postpayment Cycle** | **New Due Date for Requests for Reconsideration for Denials from that Postpayment Cycle** |
| --- | --- |
| 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

This bulletin is available on the [MassHealth Provider Bulletins](http://www.mass.gov/masshealth-provider-bulletins) web page.

[Sign up](https://www.mass.gov/forms/email-notifications-for-provider-bulletins-and-transmittal-letters) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## 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.