



**MassHealth**  
**Acute Inpatient Hospital Bulletin 191**  
**March 2022**

**TO:** Acute Inpatient Hospitals 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 (UM) program for acute inpatient hospitals. Through the UM program, MassHealth, using its UM 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 UM program, available at 130 CMR 450.207 through 450.209, and at 130 CMR 450.237.

Through Acute Inpatient Hospital Bulletin 188, MassHealth modified certain aspects of its UM program in response to the ongoing challenges caused by COVID-19. Specifically, through that bulletin, MassHealth temporarily ceased the initiation of new postpayment utilization reviews until February 28, 2022, and extended the deadlines for providers to submit requests for reconsideration for any details from certain prepayment and postpayment review cycles.

Through this bulletin, MassHealth is

- confirming that, in accordance with Acute Inpatient Hospital Bulletin 188, MassHealth resumed postpayment utilization reviews beginning February 28, 2022; and
- extending the deadlines to request reconsideration for any denials from certain prepayment and postpayment review cycles, as set out in the following tables.

**Prepayment Cycles**

<b>Prepayment Cycle</b>	<b>New Due Date for Requests for Reconsideration for Denials from that Prepayment Cycle</b>
786	April 26, 2022
788	April 26, 2022
789	May 2, 2022
790	May 3, 2022
791	May 3, 2022

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<b>Prepayment Cycle</b>	<b>New Due Date for Requests for Reconsideration for Denials from that Prepayment Cycle</b>
792	May 8, 2022
793	May 15, 2022

**Postpayment Cycles**

<b>Postpayment Cycle</b>	<b>New Due Date for Requests for Reconsideration for Denials from that Postpayment Cycle</b>
787	April 26, 2022

At the direction of MassHealth, the UM program contractor has communicated or will communicate these updated policies 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.