***Commonwealth of Massachusetts***

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

***Office of Medicaid***

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MassHealth

# Acute Inpatient Hospital Bulletin 191

March 2022

**TO**: Acute Inpatient Hospitals 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 (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

| **Prepayment Cycle** | **New Due Date for Requests for Reconsideration for Denials from that Prepayment Cycle** |
| --- | --- |
| 786 | April 26, 2022 |
| 788 | April 26, 2022 |
| 789 | May 2, 2022 |
| 790 | May 3, 2022 |
| 791 | May 3, 2022 |
| 792 | May 8, 2022 |
| 793 | May 15, 2022 |

## Postpayment Cycles

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

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, or fax your inquiry to (617) 988‑8974.