Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Acute Outpatient Hospital Bulletin 43

DATE: July 2025

TO: Acute Outpatient Hospitals Participating in MassHealth

FROM: Mike Levine, Undersecretary for MassHealth

RE: **Hearing Aid History Search in Provider Online Service Center - Reminder**

Summary

MassHealth requires providers of hearing aid services to get prior authorization (PA) for any member who has had hearing aids in a 60-month period or five years from the date that the history check is performed. This bulletin follows up on prior emails and remittance advice message text to remind providers that the Provider Online Service Center (POSC) allows providers to check a member's hearing aid history. The function works in real time. The Hearing Aid Member Search function displays whether a member has received hearing aid services and specifies the following.

- Member's name
- Service code
- Modifier (if applicable)

Hearing Aid History Search Instructions

To use this function, log in to the POSC. In the Provider Services panel, please select the following options.

- Manage Claims and Payments
- Hearing Aid Member Search

The Hearing Aid Member Search panel will be displayed. Enter the member's 12-digit MassHealth ID number, then select the Search button. If the member has received hearing aid services in the past five years (60-month period or five years from the date that the history check is performed), the results will display the member name, procedure code, modifier (if applicable), and date(s) of service. If the member has not had hearing aid services during that period, the search result will display, "No records found."

Please note: Entering an invalid member ID will cause the POSC to display error messages. If this occurs, please check that you are entering the member's correct ID. MassHealth member IDs are numeric only and are exactly 12 digits.

If you receive an "Access Denied" error when attempting to use the new function, please contact your organization's primary user (system administrator) for assistance.

For detailed instructions on how to use the Hearing Aid Member Search, please visit the MassHealth Business Support Services (BSS) Provider Training Portal at https://masshealth.inquisiqlms.com/Default.aspx; select Browse Courses; and then select the Hearing Aid Member Search in POSC.

MassHealth Website

This bulletin is available on the MassHealth Provider Bulletins web page.

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Questions?

- Call MassHealth at (800) 841-2900, TDD/TTY: 711
- Email us at provider@masshealthquestions.com

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