



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

Acute Outpatient Hospital Bulletin 45

DATE: September 2026

TO: Acute Outpatient Hospitals Participating in MassHealth

FROM: Ryan Schwarz, Assistant Secretary for MassHealth

RE: Acute Outpatient Hospital Services Utilization Management Review

Background

MassHealth currently conducts utilization management reviews for inpatient services at acute hospitals billed for MassHealth fee-for-service (FFS), primary care clinician (PCC), and primary care accountable care organization (PCACO) members, pursuant to 130 CMR 450.207 through 450.209 and 130 CMR 450.237.

Outpatient Postpayment Utilization Management Reviews

MassHealth will begin to conduct retrospective postpayment utilization management reviews for outpatient services at acute hospitals billed for MassHealth FFS, PCC, and PCACO members. These retrospective reviews will begin no earlier than October 1, 2026.

The scope of utilization management for outpatient services at acute hospitals will include coding and billing review and may include medical necessity reviews. These retrospective acute outpatient hospital utilization management reviews are intended to support payment integrity, ensuring that payments accurately reflect the clinical services provided to MassHealth members. Additionally, these retrospective reviews will ensure that MassHealth members are receiving services that are clinically indicated and are being provided in the most appropriate care setting.

Hospitals will have the opportunity to submit corrected claims or supporting documentation, as applicable, as part of the review process. Any adjusted claims must be submitted by hospitals in accordance with existing MassHealth claims adjustment and resubmission processes and policies.

MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

[Sign up to receive email alerts](#) when MassHealth issues new bulletins and transmittal letters.

Questions?

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