




Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
600 Washington Street
Boston, MA 02111
www.mass.gov/masshealth



MassHealth
Transmittal Letter ALL-159
August 2008

TO: All Providers Participating in MassHealth
FROM: Tom Dehner, Medicaid Director 
RE: All Provider Manuals (Revised Appendix A)

This letter transmits a revised Appendix A for all provider manuals, including information about the MassHealth dental third party administrator, Dental Services of Massachusetts, Inc (DSM), and its subcontractor, Doral Dental USA, LLC. Appendix A is a directory of MassHealth-related addresses, phone numbers, fax numbers, and e-mail addresses.

Appendix A is also available on the MassHealth Web site at www.mass.gov/masshealthpubs. Click on Provider Library, then on MassHealth Provider Manual Appendices.

If you have any questions about the information in this transmittal letter please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.

NEW MATERIAL

(The pages listed here contain new or revised language.)

All Provider Manuals

Pages A-1 through A-22

OBSOLETE MATERIAL

(The pages listed here are no longer in effect.)

All Provider Manuals

Pages A-1 through A-20 — transmitted by Transmittal Letter ALL-143

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-1
	Transmittal Letter ALL-159	Date 08/01/08

This appendix contains the names, addresses, and telephone numbers of units, agencies, and contractors that you may need to contact in the course of doing business with MassHealth. This appendix is also available on the MassHealth Web site at www.mass.gov/masshealthpubs. Click on Provider Library, then on MassHealth Provider Manual Appendices.

This directory is organized alphabetically by function.

Contents

Benefit Plans and Utilization Management	A-2
Claims Submission and Resolution (Dental Claims).....	A-3
Claims Submission and Resolution.(Non-dental and Non-pharmacy Claims).....	A-4
Claims Submission and Resolution (Pharmacy Claims).....	A-5
Clinical Screenings for Long-Term-Care Services.....	A-6
Final Deadline Appeals	A-12
Hearings.....	A-12
Member Eligibility	A-13
Payments.....	A-14
Prior Authorization (Dental Services)	A-15
Prior Authorization (Pharmacy Services).....	A-15
Prior Authorization (Non-dental and Non-pharmacy Services)	A-15
Provider Enrollment and Credentialing	A-17
Provider Training.....	A-18
Publications	A-19
Third-Party Liability.....	A-21
Vision-Care Materials.....	A-22

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-2
	Transmittal Letter ALL-159	Date 08/01/08

Benefit Plans and Utilization Management

MassHealth has entered into agreements with various entities to manage and review the quality and appropriateness of care.

If you have questions about the *PCC Plan*, PCC Plan Network Management Services, or referral requirements:

PCC Plan Hotline
1-800-495-0086
(TTY: 617-790-4130 for people with partial or total hearing loss)
617-790-4138 (fax)

If you have questions about service authorization or claims for members enrolled in the Massachusetts *Behavioral Health Partnership*:

1-800-495-0086
617-790-4185 (fax)

If you have questions about the *Acute Hospital Utilization Management Program*, including:

- admission screening;
- prepayment review; and
- postpayment review:

Masspro
245 Winter Street
Waltham, MA 02451-1231
781-890-0011

For *admission screening* only:

1-800-732-7337 (Acute PAS)
1-800-752-6334 (Acute PAS fax)

For *prepayment review* only:

781-290-5784 (Prepayment Review fax)

If you have questions about the *Chronic Disease and Rehabilitation Hospital Utilization Management Program*, including:

- admission screening;
- prepayment review; and
- postpayment review:

Masspro
245 Winter Street
Waltham, MA 02451-1231
781-890-0011
1-800-554-5127 (Chronic/Rehab PAS)

For *preadmission screening, conversion screening, and concurrent review*:

1-800-554-5127 (Chronic/Rehab PAS)
1-800-752-6334 (Acute and Chronic/Rehab PAS fax)

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-3
	Transmittal Letter ALL-159	Date 08/01/08

Claims Submission and Resolution (Dental Claims)

MassHealth has contracted with Dental Services of Massachusetts, Inc. (DSM) to serve as the dental third-party administrator. Doral Dental USA, LLC, is the subcontractor to DSM who will receive MassHealth *dental claims* and answer providers' questions about the dental program.

Doral Customer Service:

MassHealth Dental
12121 N. Corporate Parkway
Mequon, WI 53092
www.masshealth-dental.net

Verify *member eligibility, provider customer service, questions about benefits, enrollment, credentialing, training, and complaints*:

1-800-207-5019
1-800-466-7566 (TTY)
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 6:00 P.M.

Intervention Services: Member education, member appointment coordination, broken appointments assistance, and customer Service for members:

inquiries@mahealth-dental.net

If you have questions about *prior authorizations*:

1-800-207-5019
Hours: Monday-Friday, excluding
holidays
pa@masshealth-dental.net

Send *paper prior authorization requests* to:

MassHealth Dental – PA
12121 N. Corporate Parkway
Mequon, WI 53092

Submit prior authorization via the Web at:

www.masshealth-dental-net

If you have questions about *paper claims submission, claims inquiry, or claim status*:

1-800-207-5019
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 6:00 P.M.
claims@masshealth-dental.net

Submit electronic claims (837 transactions) at www.masshealth-dental-net or through clearinghouse payer ID CKMA1

1-800-207-5019
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 6:00 P.M.
eclaims@masshealth-dental.net

Fraud Hotline

1-800-237-9139
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 6:00 P.M.
inquiries@mahealth-dental.net

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-4
	Transmittal Letter ALL-159	Date 08/01/08

Claims Submission and Resolution (Non-dental and Non-pharmacy Claims)

MassHealth has contracted with MAXIMUS to receive MassHealth claims, *except for pharmacy and dental claims*, and to answer providers' questions about the payment of services covered by MassHealth.

MassHealth Customer Service:

MassHealth
ATTN: Customer Service
P.O. Box 9118
Hingham, MA 02043

If you have questions about *claims or MassHealth policy*, or want to request a replacement remittance advice:

1-800-841-2900
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 5:00 P.M.
providersupport@mahealth.net

If you have a question about the *status of a claim*:

1-800-841-2900
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 5:00 P.M.
www.massrevs.eds.com

If you have questions about policies and procedures for submitting *electronic claims, technical support, or testing for HIPAA claims transactions*:

1-800-841-2900
Hours: Monday-Friday, excluding
holidays, hiasupport@mahealth.net

After you are approved to submit claims electronically, upload your HIPAA-compliant *electronic claims* to the Web-Based Transactions page at:

www.mass.gov/masshealth

If you have questions about *Provider Claim Submission Software (PCSS)*:

1-800-841-2900
Hours: Monday-Friday, excluding
holidays, 8:00 A.M. – 5:00 P.M.
PCSSsupport@masshealth.net

Send *original paper* claims to:

MassHealth
ATTN: Originals
P.O. Box 9118
Hingham, MA 02043

Send *paper adjustments* of all paid claims to:

MassHealth
ATTN: Adjustments
P.O. Box 9118
Hingham, MA 02043

Send *paper resubmittals* of all denied claims to:

MassHealth
ATTN: Resubmittals
P.O. Box 9118
Hingham, MA 02043

Send *voids* of all claims paid in error to:

MassHealth
ATTN: Voids
P.O. Box 9118
Hingham, MA 02043

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-5
	Transmittal Letter ALL-159	Date 08/01/08

If you have *Medicare/MassHealth claims* that do not cross over systematically, send paper crossover claims to:

MassHealth
ATTN: Crossover Claims
P.O. Box 9118
Hingham, MA 02043

Send all *90-day waiver* requests to:

MassHealth
ATTN: 90-Day Waivers
P.O. Box 9118
Hingham, MA 02043

If you have questions about *final deadline appeals*, for all claims, contact the Final Deadline Appeals Unit at:

MassHealth
ATTN: Final Deadline Appeals
600 Washington Street
Boston, MA 02111
617-210-5538
fdeappeals@state.ma.us

Claims Submission and Resolution (Pharmacy Claims)

MassHealth has contracted with ACS State Healthcare (ACS) to receive MassHealth *pharmacy claims* and answer providers' questions about the Pharmacy Online Processing System (POPS).

If you have questions about billing and claims including questions about *90-day waiver* requests

ACS Technical Help Desk
1-866-246-8503
24 hours a day, seven days a week

Fax the completed *90-day waiver* form and any pertinent documentation to:

1-866-556-9315 (fax)

If you need ID Card Request forms:

1-866-556-9313 (fax)

For all other assistance with billing and claims:

ACS Provider Relations
MassHealth@Providerrelations@acs-inc.com

If you have questions about member eligibility:

MassHealth Customer Service
1-800-841-2900
Automated Voice Response (AVR):
1-800-554-0042

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-6
	Transmittal Letter ALL-159	Date 08/01/08

If you have questions about prior authorization:

University of Massachusetts Medical
School
Drug Utilization Review Program
Commonwealth Medicine
100 Century Drive
Worcester, MA 01606
1-800-745-7318
1-877-208-7428 (fax)

Prior authorization requests for nonpharmacy services including nutritional, enteral, diapers, med/hospital equipment, private duty RN, and PCA should be made to:

MassHealth Prior Authorization Unit
600 Washington Street
Boston, MA 02111
Phone: 1-617-451-7000
1-800-862-8341 (fax)

Send *written* questions related to claims, MassHealth policy, registration for electronic remittance advices, or replacement of a remittance advice to:

ACS State Healthcare
ATTN: MassHealth
260 Franklin Street, Suite 1020
Boston, MA 02110
masshealth.providerrelations@acs-inc.com

If you have questions about provider enrollment and credentialing:

1-800-322-2909
providersupport@mahealth.net

Clinical Screenings for Long-Term-Care Services

The following Aging Service Access Points (ASAPs) are designated by MassHealth to perform clinical eligibility screening activities for certain long-term-care services and programs (adult day health, nursing facility, and Program of All-inclusive Care for the Elderly (PACE)) for MassHealth members of all ages. ASAPs also review prior-authorization (PA) requests for personal emergency response systems (PERS) for MassHealth members of all ages, with the exception of MCB-eligible members. When applicable, please send the necessary clinical documentation or PA request to the ASAP serving the town in which the member lives. Requests must be reviewed and approved by the ASAP before MassHealth will pay for a MassHealth member to receive the long-term-services and programs identified above. Clinical approval is a prerequisite for MassHealth payment.

For assistance in locating the ASAP serving the member's city or town, call 1-800-AGE-INFO.

ASAP

BayPath Elder Services, Inc.
354 Waverly Street
Framingham, MA 01702
1-800-287-7284 or 508-872-1866
508-872-3325 (fax)
508-872-5012 (TTY)

Service Area

Ashland, Dover, Framingham, Holliston, Hopkinton,
Hudson, Marlborough, Natick, Northborough, Sherborn,
Southborough, Sudbury, Wayland, Westborough

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-7
	Transmittal Letter ALL-159	Date 08/01/08

ASAP

Boston Senior Home Care
110 Chauncy Street
Boston, MA 02111
617-451-6400
617-451-6631 (fax)
617-695-0437 (TTY)

Bristol Elder Services, Inc.
182 North Main Street
Fall River, MA 02720
1-800-427-2101 or 508-675-2101
508-679-0320 (fax)

Central Boston Elder Services, Inc.
2315 Washington Street
Boston, MA 02119
617-277-7416 or 617-277-7818
617-277-2005 (fax)
617-277-6691 (TTD)

Chelsea/Revere/Winthrop Home Care
Center, Inc.
100 Everett Ave, Unit 10
P.O. Box 6427
Chelsea, MA 02150-0008
617-884-2500
617-884-7988 (fax)
1-800-432-2370 (TTY)

Coastline Elderly Services, Inc.
1646 Purchase Street
New Bedford, MA 02740
508-999-6400
508-993-6510 (fax)
508-994-4265 (TDD)

Elder Services of Berkshire County, Inc.
66 Wendell Avenue
Pittsfield, MA 01201
1-800-544-5242 or 413-499-0524
413-442-6443 (fax)
413-499-9764 (TTY)

Service Area

Beacon Hill (West End), Charlestown, Chinatown,
Columbia Point, Dorchester, East Boston, East Mattapan,
North End, South Boston

Attleboro, Berkley, Dighton, Fall River, Freetown,
Mansfield, Norton, Raynham, Rehobeth, Seekonk,
Somerset, Swansea, Taunton, Westport

Allston, Back Bay, Brighton, Fenway, Jamaica Plain,
North Dorchester, Parker Hill, Roxbury

Chelsea, Revere, Winthrop

Acushnet, Dartmouth, Fairhaven, Gosnold, Marion,
Mattapoisett, New Bedford, North Dartmouth, Rochester

Adams, Alford, Becket, Cheshire, Clarksburg, Dalton,
Egremont, Florida, Great Barrington, Hancock, Hinsdale,
Lanesborough, Lee, Lenox, Monterey, Mount
Washington, New Ashford, New Marlborough, North
Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield,
Savoy, Sheffield, Stockbridge, Tyringham, Washington,
West Stockbridge

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-8
	Transmittal Letter ALL-159	Date 08/01/08

ASAP

Elder Services of Cape Cod & the Islands, Inc.
68 Route 134
South Dennis, MA 02660-3774
1-800-244-4630 (on Cape Cod)
1-800-442-4492 (off Cape Cod)
508-394-4630
508-394-3712 (fax)
508-394-8691 (TDD/TTY)

Elder Services of Merrimack Valley, Inc.
360 Merrimack Street
Riverwalk, Building 5
Lawrence, MA 01843-1740
1-800-892-0890 or 978-683-7747
978-687-1067 (fax)
1-800-924-4222 (TTY)

Elder Services of Worcester Area, Inc.
411 Chandler Street
Worcester, MA 01602
1-800-243-5111 or 508-756-1545
508-754-7771 (fax)
508-792-4541 (TDD)

ETHOS
555 Amory Street
Jamaica Plain, MA 02130-2672
617-522-6700
617-524-2899 (fax)
617-524-2687 (TDD)

Franklin Country Home Care Corporation
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530
1-800-732-4636 or 413-773-5555
413-772-1084 (fax)
413-772-6566 (TDD)

Greater Lynn Senior Services
8 Silbee Street
Lynn, MA 01901
1-800-594-5164 or 781-599-0110
781-592-7540 (fax)
781-477-9632 (TDD)

Service Area

Barnstable, Bourne, Brewster, Buzzards Bay, Centerville, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Harwich, Hyannis, Mashpee, Nantucket, Oak Bluffs, Orleans, Provincetown, Sandwich, Tisbury, Truro, Vineyard Haven, Wellfleet, West Tisbury, Yarmouth

Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimack, Methuen, Newbury, Rowley, Salisbury, Tewksbury, Tyngsborough, Westford, West Newbury

Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, New Braintree, Oakham, Paxton, Rutland Shrewsbury, West Boylston, Worcester

Hyde Park, Roslindale, South Jamaica Plain, West Mattapan, West Roxbury

Ashfield, Athol, Benardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Warwick, Wendell, Whately

Lynn, Lynnfield, Nahant, Saugus, Swampscott

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-9
	Transmittal Letter ALL-159	Date 08/01/08

ASAP

Greater Springfield Senior Services, Inc.
66 Industry Avenue
Springfield, MA 01104-4243
1-800-649-3641 or 413-781-8800
413-781-0632 (fax)
413-272-0399 (TTY)

HESSCO Elder Services
One Merchant Street
Sharon, MA 02067-1662
1-800-462-5221 or 781-784-4944
781-784-4922 (fax)

Highland Valley Elder Services, Inc.
320 Riverside Drive, Suite B
Florence, MA 01062-2700
1-800-322-0551 or 413-586-2000
413-584-7076 (fax)
413-585-8160 (TDD)

Minuteman Senior Services
24 Third Avenue
Burlington, MA 01803
1-888-222-6171 or 781-272-7177
781-229-6190 (fax)
781-273-3114 (TDD)

Montachusett Home Care Corporation
Crossroads Office Park
680 Mechanic Street
Leominster, MA 01453-4402
1-800-734-7312 or 978-537-7411
978-537-9843 (fax)
978-534-6273 (TDD)

Mystic Valley Elder Services
19 Riverview Business Park
300 Commercial Street
Malden, MA 02148-7312
781-324-7705
781-324-1369 (fax)
781-321-8880 (TDD)

Service Area

Agawam, Brimfield, East Longmeadow, Hampden, Holland,
Longmeadow, Monson, Palmer, Springfield, Wales, West
Springfield, Wilbraham

Canton, Dedham, Foxborough, Medfield, Millis, Norfolk,
Norwood, Plainville, Sharon, Walpole, Westwood,
Wrentham

Amherst, Blandford, Chesterfield, Chester, Cummington,
Easthampton, Goshen, Granville, Hadley, Hatfield,
Huntington, Middlefield, Montgomery, Northampton,
Pelham, Plainfield, Russell, Southampton, Southwick,
Tolland, Westfield, Westhampton, Williamsburg,
Worthington

Acton, Arlington, Bedford, Boxborough, Burlington,
Carlisle, Concord, Harvard, Lexington, Lincoln, Littleton,
Maynard, Stow, Wilmington, Winchester, Woburn

Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton,
Fitchburg, Gardner, Groton, Hubbardston, Lancaster,
Leominster, Lunenburg, Pepperell, Princeton, Shirley,
Sterling, Templeton, Townsend, Westminster, Winchendon

Everett, Malden, Medford, Melrose, North Reading,
Reading, Stoneham

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-10
	Transmittal Letter ALL-159	Date 08/01/08

ASAP

North Shore Elder Services
152 Sylvan Street
Danvers, MA 01923
978-750-4540
978-750-8053 (fax)
978-624-2244 (TDD)

Old Colony Elderly Services, Inc.
144 Main Street
Brockton, MA 02301-4099
1-800-242-0246 or 508-584-1561
508-897-0031 (fax)
508-587-0280 (TDD)

Senior Care, Inc.
5 Blackburn Center
Gloucester, MA 01930-2259
1-866-927-1050 or 978-281-1750
978-281-1753 (fax)
978-282-1836 (TTY)

Somerville-Cambridge Elder Services
61 Medford Street
Somerville, MA 02143-3429
617-628-2601 or 617-628-2602
617-628-1085 (fax)
617-628-1705 (TDD)

South Shore Elder Services, Inc.
159 Bay State Drive
Braintree, MA 02184
781-848-3910 or 718-749-6832
617-843-8279 (fax)
781-356-1992 (TDD)

Springwell
125 Walnut Street
Watertown, MA 02472
617-926-4100
617-926-9897 (fax)
617-923-1562 (TTY)

Service Area

Danvers, Marblehead, Middleton, Peabody, Salem

Abington, Avon, Bridgewater, Brockton, Carver, Duxbury,
East Bridgewater, Easton, Halifax, Kingston, Pembroke,
Hanover, Hanson, Lakeville, Marshfield, Middleborough,
North Easton, Plymouth, Plympton, Rockland, Stoughton,
Wareham, West Bridgewater, Whitman

Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester,
Rockport, Topsfield, Wenham

Cambridge, Somerville

Braintree, Cohasset, Hingham, Holbrook, Hull, Milton,
Norwell, Quincy, Randolph, Scituate, Weymouth

Belmont, Brookline, Needham, Newton, Waltham,
Watertown, Wellesley, Weston

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-11
	Transmittal Letter ALL-159	Date 08/01/08

ASAP

Tri-Valley Elder Services, Inc.
10 Mill Street
Dudley, MA 01571
1-800-286-6640 or 508-949-6640
508-949-6651 (fax)
508-949-6654 (TDD)

Service Area

Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, East Douglas, Franklin, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, West Brookfield, Whitinsville

WestMass Elder Care, Inc.
4 Valley Mill Road
Holyoke, MA 01040
1-800-462-2301 or 413-538-9020
413-538-6258 (fax)
1-800-462-2301 (TDD)

Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, Ware

Adult Foster Care and Group Adult Foster Care Services

The following ASAP performs clinical eligibility screening activities for the adult foster care (AFC) and group adult foster care (GAFC) programs. Please send the applicable clinical documentation for all members seeking these services to:

Coastline Elderly Services
1646 Purchase Street
New Bedford, MA 02740
508-999-6400
Fax: 508-993-6510

Clinical eligibility screening requests must be reviewed by Coastline Elderly Services before a MassHealth member can be served by an AFC or GAFC program. Clinical approval is a prerequisite for MassHealth payment.

Nursing Facility Services

For all individuals seeking admission to a nursing facility, regardless of payor, who have a diagnosis of, or are suspected of having, mental illness, mental retardation, and/or development disability, a Level II Preadmission Screening (PAS) is required before admission to a nursing facility.

For MassHealth members or applicants who have a mental illness and are seeking admission to a nursing facility, call the Department of Mental Health's designee, Health and Education Services (HES) at:

HES
978-745-2440, Ext. 126

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-12
	Transmittal Letter ALL-159	Date 08/01/08

For MassHealth members or applicants who have mental retardation and/or developmental disabilities, and are seeking admission to a nursing facility, contact the Department of Mental Retardation for the Level II Preadmission Screening and Annual Resident Review (PASARR):

Referrals: 1-800-649-9378

To report admission: 617-624-7796 (Must be done on day of admission.)

Fax page 1 of Level II PAS to: 617-624-7557 (Must be done within 48 hours of admission.)

Final Deadline Appeals

If the service date on the claim exceeds 12 months (or 18 months, if another insurer is involved), and has received a final deadline exceeded error code (888), submit your *appeal* to:

MassHealth
ATTN: Final Deadline Appeals
600 Washington Street
Boston, MA 02111
617-210-5538
fdeappeals@state.ma.us

Hearings

Applicants, members, and appeal representatives with questions about a fair hearing, and providers with questions about an adjudicatory hearing, should contact:

Office of Medicaid
Board of Hearings
2 Boylston Street
Boston, MA 02116
617-210-5800
1-800-655-0338
617-210-5820 (fax)

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-13
	Transmittal Letter ALL-159	Date 08/01/08

Member Eligibility

MassHealth has contracted with Electronic Data Systems (EDS) to maintain and monitor the MassHealth Recipient Eligibility Verification System (REVS). This system provides 24-hour access to member eligibility information for the previous 12 months. Be sure to have the member's card, MassHealth identification number, or name and date of birth when making eligibility inquiries. REVS access methods require a user ID and password. Providers must submit a Trading Partner Agreement in order to access REVS.

ACS, the contractor responsible for operating the Pharmacy Online Processing System (POPS), receives the same MassHealth member eligibility information as EDS. The pharmacy claim-adjudication process at ACS includes the same eligibility verification that is available through REVS. Therefore, it is not necessary for retail pharmacists to separately validate member eligibility for pharmacy claims through REVS.

DSM and its subcontractor Doral, which is responsible for processing dental claims, receives the same MassHealth member eligibility information as EDS. The dental claim-adjudication process at Doral includes the same eligibility verification that is available through REVS. Therefore, it is not necessary for dental providers to separately validate member eligibility for dental claims through REVS. Dental providers should validate member eligibility through the Doral system.

WebREVS

www.massrevs.eds.com

Automated Voice Response (AVR):

1-800-554-0042

Eligibility Operator (24-hour eligibility operator):

1-800-833-7582

REVS Help Desk:

1-800-462-7738

Answers questions about:

Hours: Mon. – Fri., excluding holidays
8:00 A.M. – 5:00 P.M.

- REVS access methods (WebREVS, point-of-service, PC software, and automated-voice-response systems)
- MassHealth cards
- REVS User Guides
- availability of REVS
- how to verify eligibility

REVSHelpDesk@eds.com

Send correspondence to:

EDS MassHealth
155 Federal Street, 6th Floor
Boston, MA 02110
617-350-8180 (fax)

If **members have questions** about MassHealth, they should call MassHealth Customer Service at:

1-800-841-2900
(TTY: 1-800-497-4648 for people with partial or total hearing loss)

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-14
	Transmittal Letter ALL-159	Date 08/01/08

Payments

Providers are encouraged to receive MassHealth payments by electronic funds transfer (EFT).

To receive payments by EFT, you must complete the Authorization for Electronic Funds Transfer (EFT) of MassHealth Payments form. The authorization form is available for download from our Web site at www.mass.gov/masshealth. Click on Information for MassHealth Providers, and then MassHealth Provider Forms.

Your EFT request will not be approved unless you have a W-9 form on file. The W-9 form can also be downloaded from the Web according to the above instructions.

Send the **completed** EFT form (and W-9 form, if applicable) to:

MassHealth
Provider Enrollment and Credentialing
P.O. Box 9118
Hingham, MA 02043

If you have questions about **W-9 or EFT form** completion:

1-800-841-2900
617-988-8974 (fax)
providersupport@mahealth.net

For replacement of a **lost or damaged check**:

617-210-5072

MassHealth payment information is available online. You may access the amount of your check or EFT by going to the Office of the State Comptroller's Web site at www.mass.gov/massfinance. Go to VendorWeb and follow the instructions.

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-15
	Transmittal Letter ALL-159	Date 08/01/08

Prior Authorization (Dental Services)

Some services need prior authorization (PA). These items are identified in Subchapters 4 and 6 of your MassHealth provider manual.

Submit electronic PA requests at: www.masshealth-dental.net

Mail all paper PA requests (except those for outpatient services) to: MassHealth Dental – PA
12121 N. Corporate Parkway
Mequon, WI 53092

Mail all paper PA requests for outpatient services to: MassHealth Dental – PA
P.O. Box 339
Mequon, WI 53092

Prior Authorization (Pharmacy Services)

Claims for certain drugs submitted through the Pharmacy Online Processing System (POPS) require prior authorization (PA). Please see Subchapter 4 of your provider manual and the MassHealth Drug List on the MassHealth Web site at www.mass.gov/masshealth. Click on MassHealth Drug List.

Other claims will be denied because of certain drug utilization review (DUR) edits. When appropriate, the pharmacist should discuss the medical necessity of prescribing such drugs with the prescriber before calling for DUR certification. Use the following telephone and fax numbers to request DUR certification or to check on the status of your pharmacy PA request if you have not received a response within 24 hours. If you have not received a response within 24 hours, the pharmacist may provide a 72-hour supply of a requested covered drug.

Send requests for all drugs that require PA to: MassHealth Drug Utilization Review Program
P.O. Box 2586
Worcester, MA 01613-2586
1-800-745-7318
1-877-208-7428 (fax)

Note: Telephone requests for PA will be accepted only in the case of a medical emergency.

Prior Authorization (Non-dental and Non-pharmacy Services)

Some services need prior authorization (PA). These items are identified in Subchapters 4 and 6 of your MassHealth provider manual.

Submit electronic PA requests using the Automated Prior Authorization System (APAS) at: www.masshealth-apas.com

APAS technical support and training: 1-866-378-3789

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-16
	Transmittal Letter ALL-159	Date 08/01/08

Mail all paper PA requests, *except* those for personal emergency response systems (PERS) and those listed below for Massachusetts Commission for the Blind (MCB) and Community Case Management (CCM) members to:

MassHealth
ATTN: Prior Authorization Unit
(include name of program area)
600 Washington Street
Boston, MA 02111

Mail PA requests for *MCB members* for durable medical equipment, personal care attendant, continuous skilled nursing (for those aged 22 or over), PERS, and oxygen and respiratory therapy services to:

Massachusetts Commission for
the Blind
48 Boylston Street
Boston, MA 02116

Mail all other PA requests for PERS to:

The member's local Aging Service
Access Point (ASAP). See Page A-6 of
this appendix.

Mail, fax, telephone, or use APAS for PA requests for CCM members (22 years of age and under) for nursing, home health aide, physical therapy, occupational therapy, speech therapy, personal care attendant, durable medical equipment, and oxygen and respiratory therapy equipment to:

Community Case Management
University of Massachusetts Medical
School
333 South Street
Shrewsbury, MA 01545
1-800-863-6068
1-508-421-6129 (TTY)
1-508-421-5905 (fax)

You may call the MassHealth PA Unit, CCM, ASAP, or MCB, as applicable, to ask about the status of a PA request sent to one of the above addresses. Please wait the times specified in 130 CMR 450.303 before calling.

For PA requests not sent to CCM or MCB, call the Customer Service Team (CST):

1-800-841-2900

CCM:

1-800-863-6068

PA for home health skilled nursing visits for MassHealth Basic members:

617-451-7132

MCB PA Unit:

617-727-5550

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-17
	Transmittal Letter ALL-159	Date 08/01/08

Provider Enrollment and Credentialing

For All Providers Except Dental

MassHealth has contracted with MAXIMUS to manage provider enrollment and credentialing activities, except for dental providers. Provider Enrollment and Credentialing establishes and maintains a file on every MassHealth provider.

You **must** contact Provider Enrollment and Credentialing to report any changes in

- your licensure and certification;
- Medicare provider status;
- ownership information; or
- any other information submitted in your application.

You may contact Provider Enrollment and Credentialing by telephone to

- request a provider application;
- ask about the status of your provider application;
- verify your participation status; or
- verify the information in your provider file.

You must write to Provider Enrollment and Credentialing on your letterhead stationery and include your MassHealth provider number, NPI, and tax identification number to

- report changes in information, such as your provider name and address;
- change or add your Medicare provider number to your MassHealth provider file; or
- report a change in ownership.

When you notify Provider Enrollment and Credentialing of a change in your Medicare provider number, you must include a copy of your Medicare Welcome Letter.

When you notify Provider Enrollment and Credentialing of a change in your legal name, legal address and/or check mailing/remit address, you must include a signed Massachusetts Substitute W-9 Form, located at www.mass.gov/osc.

To notify Provider Enrollment and Credentialing of any change in licensure, certifications, and qualifications or data that may affect participation in MassHealth, or to participate in the Primary Care Clinician Plan (PCCP), you must request a PCC Plan enrollment and credentialing application from

MassHealth
Provider Enrollment and Credentialing
P.O. Box 9118
Hingham, MA 02043
1-800-841-2900
617-988-8974 (fax)
Hours: Monday-Friday, excluding holidays
8:00 A.M. – 5:00 P.M.
providersupport@mahealth.net

For Dental Providers

MassHealth has contracted with DSM/Doral to manage provider enrollment and credentialing activities *for dental providers*. Provider Enrollment and Credentialing establishes and maintains a file on every MassHealth dental provider.

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-18
	Transmittal Letter ALL-159	Date 08/01/08

Questions about enrollment and credentialing for dental providers:

MassHealth Dental
12121 N. Corporate Parkway
Mequon, WI 53092
1-800-207-5019
1-800-466-7566 TTY
Hours: Monday-Friday, excluding
holidays
8:00 A.M. – 6:00 P.M.

Provider Training

For all providers, *except pharmacy and dental* providers, MassHealth has contracted with MAXIMUS to perform provider services, including *training*.

To schedule a training or an individual consultation about billing for MassHealth services (*except pharmacy and dental*):

MassHealth
Provider Training
P.O. Box 9118
Hingham, MA 02043
617-988-8974 (fax)
providersupport@mahealth.net

For *pharmacy providers*, MassHealth has contracted with ACS to perform provider services, including training.

To schedule a training or individual consultation about billing for MassHealth *pharmacy* services:

ACS State Healthcare
ATTN: MassHealth
131 Tremont Street, 4th Floor
Boston, MA 02111
617-423-1237
617-423-9846 (fax)
masshealth.providerrelations@acs-inc.com

To schedule a training or individual consultation about billing for MassHealth *dental* services:

MassHealth Dental
12121 N. Corporate Parkway
Mequon, WI. 53092
1-800-207-5019
1-800-466-7566 TTY
Hours: Monday-Friday, excluding
holidays
8:00 A.M. – 6:00 P.M.
inquiries@masshealth-dental.net

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-19
	Transmittal Letter ALL-159	Date 08/01/08

Publications

The following is a list of sources where requests can be directed for various MassHealth publications.

Please submit a written request on your company letterhead and include your provider number, tax identification number, and street address. Please note that the first replacement copy of a provider manual is provided free of charge. There will be a charge for additional copies.

All current MassHealth regulations and recent bulletins are available for viewing on the MassHealth Web site at www.mass.gov/masshealthpubs. Click on Provider Library.

Provider manuals

Available online at www.mass.gov/masshealthpubs or by contacting:
MassHealth
Provider Enrollment and Credentialing
P.O. Box 9118
Hingham, MA 02043
1-800-841-2900
617-988-8973 (fax)
Hours: Monday-Friday, excluding holidays
8:00 A.M. - 5:00 P.M.
providersupport@mahealth.net

REVS user guides

Available online at www.mass.gov/masshealthpubs or by contacting:
REVS Helpdesk
1-800-462-7738
Hours: Monday-Friday, excluding holidays
8:00 A.M. - 5:00 P.M.
REVSHelpdesk@eds.com

Transmittal letters and provider bulletins

Requests must be made in writing. Include your provider number, address, telephone number, the exact title of the publication, and the date of the issuance.

Available online at www.mass.gov/masshealthpubs or by writing to:
MassHealth
ATTN: Publications
P.O. Box 9118
Hingham, MA 02043
617-988-8973 (fax)
providersupport@mahealth.net

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-20
	Transmittal Letter ALL-159	Date 08/01/08

Claim forms, prior authorization forms (excluding dental), and other forms and publications

Requests must be made in writing. Include your provider number, address, telephone number, and the exact title of the form.

MassHealth
ATTN: Forms Distribution
P.O. Box 9118
Hingham, MA 02043
617-988-8973 (fax)

Fee schedules

It is helpful if you know the Code of Massachusetts Regulations (CMR) citation that applies to your provider type. There is a charge for each publication. DHCFP also has the regulations available on disk.

Division of Health Care Finance and Policy (DHCFP)
2 Boylston Street
Boston, MA 02116
617-988-3100
www.mass.gov/dhcfp

Please write to the State Bookstore address if you cannot access the Internet.

State Bookstore
State House, Room 116
Boston, MA 02133
617-727-2834

ICD-9-CM, CPT, and HCPCS Code Books are available from the following sources:

(Have your credit card ready. In addition, ICD-9-CM Code Books are available from some bookstores.)

Ingenix
13931 Willard Road
Chantilly, VA 20151
1-800-765-6588
801-536-1009 (fax)

American Medical Association
Order Department
P.O. Box 930876
Atlanta, GA 31193-0876
1-800-771-7199
863-582-6845 (fax)

Some provider forms are available online at:

www.mass.gov/masshealth

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-21
	Transmittal Letter ALL-159	Date 08/01/08

Third-Party Liability Other Health Insurance

MassHealth's TPL Unit maintains the file that identifies other health insurance that a member may have. Other insurance information comes from various sources. If you receive written evidence (such as an explanation of benefits or a letter from an employer) that a member has other health insurance, different insurance than what is listed on the file, or no longer has health insurance coverage, please send the information to the TPL Unit.

Mail or fax the insurance information to:
(Please enclose copies of written evidence, if possible.)

MassHealth
TPL Unit
P.O. Box 9212
Chelsea, MA 02150
617-357-7604 (fax)

Medicare/Senior Plan Updates

MassHealth's Medicare Unit maintains the file that identifies Medicare or a third-party liability (TPL) senior plan that a member may have. If you receive written evidence (such as a health insurance card) that a member has Medicare or a senior plan/Medicare replacement policy, has a different insurance than what is listed on the file, or no longer has insurance coverage, please send the information to the Medicare Unit. This does not apply to a member whose benefits have been exhausted. It applies only to members who have terminated their enrollment, or transferred to another senior plan.

Mail or fax the insurance information to:
(Please enclose copies of written evidence, if possible.)

MassHealth
Medicare Unit
The Schraffts Center
529 Main Street, 3rd Floor
Charlestown, MA 02129
617-886-8133 (fax)

Home Health Services

Home health agency providers must obtain and send an EOB whenever a member with commercial health insurance has a change in medical condition or health-insurance-coverage status. Providers may not send MassHealth a single annual EOB for services denied by a commercial insurer. Providers must submit the EOB to MassHealth **within 10 days** of receiving notification of denial from the insurer. The EOB must include the member's MassHealth identification number.

Mail or fax a copy of the EOB to:

MassHealth
Home Health Claims
The Schraffts Center
529 Main Street, 3rd Floor
Charlestown, MA 02129
617-886-8133 (fax)

Commonwealth of Massachusetts MassHealth Provider Manual Series All Provider Manuals	Subchapter Number and Title Appendix A. Directory	Page A-22
	Transmittal Letter ALL-159	Date 08/01/08

Vision-Care Materials

All completed order forms for vision care materials must be either mailed or faxed to:

MassCor Optical Laboratories
P.O. Box 466
Gardner, MA 01440
1-888-482-7331
1-888-698-2020 (fax)
1-888-420-2047 (fax)

To check the status of an order for vision care materials:

MassCor Optical Laboratories
1-888-482-7331
1-888-420-2047 (fax)
Monday-Friday: 9:00 A.M. – 4:00 P.M.