



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Division of Medical Assistance**  
600 Washington Street  
Boston, MA 02111

**MassHealth**  
**All Provider Bulletin 106**  
**November 1999**

**TO:** All Providers Participating in MassHealth  
**FROM:** Mark E. Reynolds, Acting Commissioner  
**RE: BILLING FOR MISSED APPOINTMENTS**

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***Notification***

The federal Health Care Financing Administration (HCFA) has informed the Division of HCFA's position that Medicaid providers are not permitted to bill Medicaid recipients who miss scheduled appointments. The purpose of this provider bulletin is to inform you of HCFA's policy.

Providers also are reminded that the Division may not be billed for missed appointments (see 130 CMR 450.235(A)).

Thank you for your attention to this matter.

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***Questions***

If you have any questions, please contact the Unisys Provider Services Department at (617) 628-4141 or 1-800-325-5231.

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