



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Division of Medical Assistance
600 Washington Street
Boston, MA 02111
www.mass.gov/dma

MassHealth
All Provider Bulletin 119
January 2003

TO: All Providers Participating in MassHealth
FROM: Douglas S. Brown, Acting Commissioner 
RE: **Modifications to REVS Automated Voice Response (AVR) System**

Background

Next month, the Automated Voice Response (AVR) system, one of several options available through the Recipient Eligibility Verification System (REVS) to verify MassHealth member eligibility, will be updated to comply with the Health Insurance Portability and Accountability Act (HIPAA) standards for the Eligibility Inquiry and Response (270/271) transactions.

**AVR System
Modifications**

Providers will now need a user ID number and a password to access the AVR. The ID and password will be assigned to you by Electronic Data Systems (EDS) **upon receipt of a signed Trading Partner Agreement (TPA)**. Providers who already have a completed TPA on file do not need to complete a new agreement. Their existing password and user ID will allow them access to the updated AVR.

Only the updated AVR system will be available to providers after February. You will receive further information in the coming weeks via message text on your remittance advice and AVR system messaging.

The AVR system enables you to verify member eligibility using a member's MassHealth card number, recipient ID (RID) number, or name, date of birth, and gender.

Please take this opportunity to review all of the REVS choices available to you. Visit the Division's Web site at: www.mass.gov/dma. From the home page menu on the left, click on "Information for Providers," then "REVS," then "Access methods" to review your options.

**Trading Partner
Agreement**

A signed TPA is required to use the updated AVR system, as well as any other REVS access method. **You must complete a MassHealth TPA (attached), if you have not already done so, and return it to EDS at the address below.**

***Trading Partner
Agreement***
(cont)

EDS
ATTN: Provider Services
155 Federal Street, 6th Floor
Boston, MA 02110

Questions

If you have questions about the Trading Partner Agreement (TPA), the AVR system, or any other REVS access method, please contact the EDS HelpDesk at 1-800-462-7738.



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MassHealth Trading Partner Agreement

This Trading Partner Agreement (“Agreement”) is made as of _____ 200__,
between the Division of Medical Assistance (“Division”) and

_____ (“Trading Partner”).

Trading Partner Name (please print)

Provider No.

The Trading Partner intends to conduct MassHealth transactions with the Division of Medical Assistance in electronic form. Both parties acknowledge and agree that the privacy and security of data held by or exchanged between them is of utmost priority. Each party agrees to take all steps reasonably necessary to ensure that all electronic transactions between them conform to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and regulations promulgated thereunder. Without limiting the generality of the preceding sentence, the parties agree as follows:

1. Each party will take reasonable care to ensure that the information submitted in each electronic transaction is timely, complete, accurate, and secure, and will take reasonable precautions to prevent unauthorized access to (a) its own and the other party’s transmission and processing systems, (b) the transmissions themselves, and (c) the control structure applied to transmissions between them.
2. Each party is responsible for all costs, charges, or fees it may incur by transmitting electronic transactions to, or receiving electronic transactions from, the other party.
3. The Trading Partner will conform each electronic transaction submitted to the Division to the Specifications Addendum applicable to the transaction, and to the applicable Companion Guide. The Division may modify the Specifications Addendum and the Companion Guide at any time without amendment to this Trading Partner Agreement, but the Trading Partner shall not be required to implement such modifications sooner than 60 days after publication of the modified Specifications Addendum or Companion Guide, unless a shorter compliance period is necessary to conform to applicable federal law or regulation. Only the last-issued Specifications Addendum of each type will be effective as of the date specified in the Specifications Addendum. The Division may reject any transaction that does not conform to the applicable Specifications Addendum and the Companion Guide.
4. Before initiating any transmission in HIPAA standard transaction format, and thereafter throughout the term of this Agreement, the Trading Partner will cooperate with the Division and the Division’s Business Associates (i.e., vendors who perform certain functions on the Division’s behalf) in such testing of the transmission and processing systems used in connection with MassHealth as the Division deems appropriate to ensure the accuracy, timeliness, completeness, and security of each data transmission.

5. Each party is solely responsible for the preservation, privacy, and security of data in its possession, including data in transmissions received from the other party and other persons. If either party receives from the other data not intended for it, the receiving party will immediately notify the sender to arrange for its return, re-transmission, or destruction, as the other party directs.
6. Termination or expiration of this Agreement or any other contract between the parties does not relieve either party of its obligations under this Agreement and under federal and state laws and regulations pertaining to the privacy and security of Individually Identifiable Health Information nor its obligations regarding the confidentiality of proprietary information.
7. The Trading Partner may authorize one or more intermediaries to electronically send or receive MassHealth data on its behalf. Every such intermediary must first be bound by written agreement with the Trading Partner to comply with applicable law and regulations, with the current applicable Specifications Addenda and Companion Guides, and with the terms of this Agreement. The Trading Partner agrees and represents that it will disclose its provider number, user ID number, password, and any other means that enable MassHealth data to be transmitted to or received from the Division, only to intermediaries with whom it has such agreements, or to members of its workforce, whom the Trading Partner has authorized to receive and transmit data on its behalf. The Trading Partner will be bound by and responsible for the acts and omissions of all such persons in the exchange of electronic data with the Division. The Trading Partner shall notify the Division of any event, such as the termination of its relationship with a previously authorized employee or intermediary, that may require action to foreclose submission and receipt of transactions by persons no longer authorized by the Trading Partner to act on its behalf. Use of an intermediary shall not relieve the Trading Partner of any risks or obligations assumed by it under this or any other agreement with the Division, or under applicable law and regulations. The Trading Partner will bear all costs resulting from its use of intermediaries.
8. This Agreement shall take effect and be binding on the Trading Partner and the Division when signed by the Trading Partner and received by the Division. In case of conflict between this Agreement and any prior contracts between the parties, including prior versions of this Agreement, this Agreement will prevail.

Trading Partner Authorized Signature
[manual signature required – no facsimile]

Printed Name of Signer

Date

Telephone Number

E-mail Address