



Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
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[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



**MassHealth**  
**All Provider Bulletin 133**  
**April 2004**

**TO:** All Providers Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** **HIPAA Compliance for Electronic Claims Transactions**

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**Original Deadline for  
HIPAA Compliance**

The deadline for compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) transaction and code sets rules was October 16, 2003.

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**MassHealth  
Contingency Plan**

In February 2004, MassHealth implemented a modification to the temporary contingency plan for providers who were not ready to submit HIPAA-compliant electronic claims. The modified plan allowed electronic submitters to continue submitting MassHealth-proprietary electronic media claims (EMC) for processing as long as they were actively testing in the new format. This was done to allow those submitters who demonstrated a good-faith effort additional time to become HIPAA-compliant. The modified plan was implemented with the expectation that all electronic submitters would be compliant by **April 30, 2004**.

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**Noncompliant  
Submissions After  
April 30, 2004**

For a limited time, MassHealth will continue to allow electronic claims to be submitted in our proprietary EMC format. We are extending this contingency plan to avoid any interruption in payments to those MassHealth providers who are working diligently to achieve HIPAA compliance, and to be in alignment with the Centers for Medicare and Medicaid Services (CMS) contingency plan for Medicare. We will continue working with those submitters not yet in compliance, including billing intermediaries and clearinghouses.

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**Noncompliant  
Submissions After  
July 1, 2004**

MassHealth will continue to accept electronic claims submitted in our proprietary format until further notice. However, **beginning July 1, 2004**, adjudication of noncompliant electronic claims will be delayed beyond the standard payment cycle—the amount of delay will be communicated soon via separate correspondence. This modification to the contingency plan requires affected providers to become approved in HIPAA formats quickly in order to avoid claims-processing delays. This is a measured step toward terminating the process of supporting dual formats for electronic claim submissions.

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**Noncompliant  
Submissions After  
July 1, 2004  
(cont.)**

Pharmacy providers were previously notified by letter that the enhanced functions of the HIPAA-compliant NCPDP 5.1 standard is effective May 1, 2004. Pharmacy provider submission of pharmacy claims in any other format other than NCPDP 5.1 standard will no longer process after this date.

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**Achieving Compliance**

If you have tested with us and have been approved for production in the HIPAA-compliant format, but are not yet submitting production claims in that format, you must contact the **MassHealth HIPAA Support Center** immediately at **1-888-848-5068** to discuss your conversion plan. Pharmacy providers submitting in the NCPDP format should call **617-423-9841**. **If you have not yet submitted an initial test file, you must do so immediately.** Failure to submit a test will jeopardize your ability to continue submitting electronic claims to MassHealth. If you have not found an alternative HIPAA-compliant solution, please consider our free software product described below before reverting to paper claim submissions.

It is critical that electronic submitters are actively engaged throughout the testing and approval process. Test files should be submitted on a regular basis until compliance is achieved. Once you are approved for production, all electronic claims should be submitted using only the HIPAA-compliant format.

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**Providers Who Use  
Clearinghouses and  
Billing Intermediaries  
to Submit Claims**

If you submit your claims through a billing intermediary or clearinghouse, contact them immediately to determine whether they are approved for production, or testing the HIPAA-compliant format with MassHealth. A list of software vendors, billing intermediaries, and clearinghouses is also available on our provider Web site. Go to: **[www.mahealthweb.com](http://www.mahealthweb.com)**, and click on "HIPAA." The list identifies those vendors that are approved for production and those currently testing with MassHealth.

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In an effort to assist you in becoming compliant, we are offering MassHealth providers **a free HIPAA-compliant billing software product**—Provider Claim Submission Software (PCSS). PCSS generates 837 professional, dental, and institutional transactions, and uploads them directly to MassHealth. You can submit your claims via modem or diskette—Internet access is not required. This product can be used as either an interim or permanent solution to meet your HIPAA compliance needs.

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***Provider Claim  
Submission Software***

If you currently submit paper claims to MassHealth, now is the time to consider electronic submission options such as PCSS. For more information on PCSS, contact the **MassHealth HIPAA Support Center** either via e-mail at [mahipaasupport@unisys.com](mailto:mahipaasupport@unisys.com) or telephone at **1-888-848-5068**.

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***Questions***

If you have questions about HIPAA testing, documentation, or timeframes, contact us at the appropriate telephone number or e-mail address below.

**Pharmacy Providers: 617-423-9841**  
**All Other Providers: 1-888-848-5068 or**  
**[mahipaasupport@unisys.com](mailto:mahipaasupport@unisys.com)**

We encourage you to also visit our provider Web site at:  
**[www.mahealthweb.com/HIPAA.htm](http://www.mahealthweb.com/HIPAA.htm)** for additional HIPAA information.

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