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**MassHealth**  
**All Provider Bulletin 143**  
**April 2005**

**TO:** All Providers Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** **A New Way to Communicate with Providers**

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***Postcards Instead of Complete Publications***

In an effort to maximize the use of electronic technology and reduce paper, MassHealth is implementing a new way of notifying providers whenever we change a policy or procedure.

MassHealth will mail a postcard announcing the issuance of a bulletin or transmittal letter, instead of mailing the actual publication. The postcard will briefly describe the topic of the publication, and will tell providers how to view or download a copy of the publication from our Web site. The postcard will also instruct providers how to request a paper copy of the publication, if needed.

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***Feedback from Providers***

We solicited input about this new approach from all the major provider professional associations. The feedback was very positive. The responding providers overwhelmingly said they could easily download or view the full publications from our Web site.

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***E-Mail Notifications***

A large majority of providers surveyed expressed an interest in getting an automatic e-mail alert from MassHealth to notify them about changes in MassHealth policies and procedures. So now you can go to our Web site and sign up for these e-mail alerts. However, please note that for now you will still receive a postcard, even if you sign up for e-mail alerts. To sign up for e-mail notifications about MassHealth provider publications, go to [www.mass.gov/masshealthpubs](http://www.mass.gov/masshealthpubs) and click on the sign-up link under "Provider Library."

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***Questions***

If you have any questions about the information in this bulletin, please contact MassHealth Provider Services at 617-628-4141 or 1-800-325-5231.

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