



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
600 Washington Street  
Boston, MA 02111  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



**MassHealth**  
**All Provider Bulletin 144**  
**May 2005**

**TO:** All Providers Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** **Expanded Customer Services for MassHealth Providers and Members**

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**New MassHealth  
Customer Services  
Team**

As part of the Commonwealth's commitment to streamlining access to administrative services, MassHealth is pleased to introduce expanded, integrated MassHealth customer services for both providers and members. These expanded services, which include a range of new Web-based self-service options and a consolidated MassHealth Customer Service Center, will dramatically improve the delivery of administrative services to both providers and members.

MassHealth has assembled a new customer services team, which consists of three companies: MAXIMUS, EDS, and Vecna. This team, which brings significant technical and functional expertise to MassHealth, will provide expanded customer services beginning **July 1, 2005**. As of July 1, 2005, Unisys will no longer support provider services for MassHealth.

This bulletin outlines some of the more significant changes surrounding the implementation and provides important information about how the changes may affect you.

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**Electronic Submission  
of Claims**

Our first enhancement is secure, Web-based claims submission provided through the mass.gov Web site. **Effective June 23, 2005**, MassHealth will discontinue the Bulletin Board System (BBS) as a means for submitting electronic claims. (There will be no change to the HIPAA-compliant 837 file format that MassHealth currently accepts.)

Current BBS users received notice of this change last week. In addition, we will call all current BBS users to schedule a date by which they must test their submission to the new site.

You will continue to use your existing BBS user ID, but will receive a new password by mail. The customer services team will work closely with you to help you prepare for this transition. If you have not spoken with a customer services representative by May 16, 2005, please call 1-800-441-0323 or e-mail us at [edi@mahealth.net](mailto:edi@mahealth.net).

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***User Guide for  
Web-Based MassHealth  
Transactions***

By May 16, 2005, you will be able to download the User Guide for Web-Based MassHealth Transactions from the “News & Updates” section of our Web site at [www.mass.gov/masshealth](http://www.mass.gov/masshealth). This reference tool details how to submit claims via the Web, and provides a quick reference guide on how to test your claims submissions through the new Web site.

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***New Contact Information***

**Effective July 1, 2005**, there will be new contact information for a number of MassHealth processes and contacts. Please review the attached MassHealth Provider Quick Reference Directory for the new contact information. Your current business processes and contacts will stay the same through June 30, 2005, except for the submission of claims to the BBS as noted above. Please continue to use the current addresses and telephone numbers through June 30, 2005. We encourage you to begin using the new toll-free number beginning on July 1, 2005. Please note, however, that the toll-free telephone numbers that you currently use will also be answered by the new Customer Services Center to ensure continuity of service. In addition, any mail that you currently send or that is delivered to the current MassHealth addresses in Somerville, MA after July 1, 2005, will be forwarded to the customer services team for a transition period.

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***Statewide Educational  
Sessions***

MassHealth is conducting a series of statewide educational sessions during May and June to explain the transition and new service options that will now be available to you. The forums will also include information about the enhancements to provider services and details about electronic claims submission through the mass.gov Web site. We look forward to this opportunity to answer your questions and provide you with more detailed information. Please see the attached schedule of dates, times, and locations. Please call 1-800-441-0323 to register for a forum near you.

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***Additional New Services***

Over the next several months, we will offer more Web-based services that will significantly improve the way MassHealth supports you. These services, which will be accessible at [www.mass.gov/masshealth](http://www.mass.gov/masshealth), will include:

- online provider enrollment;
- online maintenance of provider profile file demographic information (address, phone number, and contact information);
- online, chat-style customer support for MassHealth providers and members; and
- online training courses for new providers.

Information about the availability of these services and how to use them can be found at the “News & Updates” section of our Web site as the options are implemented.

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***Updated Information***

We will continue to provide you with updated information through links to current information from the "News & Updates" section of our Web site at [www.mass.gov/masshealth](http://www.mass.gov/masshealth), remittance advice messages, e-mail, and by partnering with provider professional associations.

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***Questions***

If you have any questions about the information in this bulletin, please call us at 1-800-441-0323. Please note that this phone number is only to be used for questions about the information described in this bulletin. Providers should use the applicable phone numbers listed in the attached Quick Reference Directory for all other information.

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# Quick Reference Directory

Information	Through June 30, 2005	July 1, 2005, and after
Billing and policy questions	1-800-325-5231, 617-628-4141	<b>1-800-841-2900</b> (phone); <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Provider enrollment	1-800-322-2909, 617-576-4424	<b>1-800-841-2900</b> (phone); <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Provider training and outreach	703-917-4942 (fax)	<b>1-800-841-2900</b> (phone); <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Provider Claims Submission Software (PCSS)	1-888-848-5068	<b>1-800-841-2900</b> (phone); <a href="mailto:pcsssupport@mahealth.net">pcsssupport@mahealth.net</a>
HIPAA transactions support	1-888-848-5068	<b>1-800-841-2900</b> (phone); <a href="mailto:hipaasupport@mahealth.net">hipaasupport@mahealth.net</a>
Publication requests	703-917-4943 (fax) <i>(for transmittal letters, bulletins, and billing instructions)</i> 703-917-4937 (fax) <i>(for claim forms, PA forms, and other forms)</i>	<b>1-800-841-2900</b> (phone); <a href="mailto:publications@mahealth.net">publications@mahealth.net</a>
Member support	1-800-841-2900	<b>1-800-841-2900</b> (no change); <a href="mailto:membersupport@mahealth.net">membersupport@mahealth.net</a>
Retail pharmacy claims	1-866-246-8503	1-866-246-8503 (no change)
REVS – MassHealth eligibility verification	1-800-462-7738	1-800-462-7738 (no change)
APAS (Automated Prior Authorization System) Help Desk	1-866-378-3789	1-866-378-3789 (no change)
MassHealth Prior Authorization Unit (for paper PA requests)	1-800-862-8341	1-800-862-8341 (no change)

Self-service	Through June 22, 2005	June 23, 2005, and after
Electronic claims submission by file transfer <ul style="list-style-type: none"> <li>Submission of 837 transactions</li> </ul>	Submit using BBS through <b>June 22, 2005</b>	<a href="http://www.mass.gov/masshealth">www.mass.gov/masshealth</a> <b>Note:</b> 835 remittance advices and 997 acknowledgements are available. Providers may continue to receive these by current methods.
Eligibility determinations and claim status <ul style="list-style-type: none"> <li>WebREVS (270/271 and 276/277 transactions)</li> </ul>	<a href="http://www.massrevs.eds.com">www.massrevs.eds.com</a>	<a href="http://www.massrevs.eds.com">www.massrevs.eds.com</a> (no change)
Automated Prior Authorization System <ul style="list-style-type: none"> <li>APAS (278 transactions)</li> </ul>	<a href="http://www.masshealth-apas.com">www.masshealth-apas.com</a>	<a href="http://www.masshealth-apas.com">www.masshealth-apas.com</a> (no change)

Claim submissions	Through June 22, 2005	June 23, 2005, and after
Paper and electronic claims sent by US mail	MassHealth Provider Services P.O. Box 9101 Somerville, MA 02145	MassHealth Customer Service Attention: Claims P.O. Box 9118 Hingham, MA 02043 <b>Note:</b> CD-ROMs will be accepted.
Hand-delivered paper and electronic claims (for example, by UPS, FedEx, courier, or drop-off).	MassHealth Provider Services 5 Middlesex Avenue Somerville, MA 02145	MassHealth Customer Service 75 Sgt. William B. Terry Drive Hingham, MA 02043



## Customer Services Educational Sessions

MassHealth is conducting a series of educational sessions statewide during May and June to explain the transition of customer service functions and the new service options that will now be available to you. Below is the schedule of these educational sessions. **Please call 1-800-441-0323 to register for a session.** See the "News & Updates" section of [mass.gov/masshealth](http://mass.gov/masshealth) for directions to each location or you can request them when you call to register for a session.

Date	City	Presentation Time*	Location
Wed., May 18, 2005	Boston	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Hyatt Regency One Avenue de Lafayette Boston, MA 02111
Fri., May 20, 2005	Woburn	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Radisson Hotel 15 Middlesex Canal Park Road Woburn, MA 01801
Wed., May 25, 2005	Waltham	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	DoubleTree Guest Suites 550 Winter Street Waltham MA 02451
Wed., May 25, 2005	Danvers	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Sheraton Ferncroft 50 Ferncroft Road Danvers, MA 01923
Thurs. May 26, 2005	Worcester	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Holiday Inn 500 Lincoln Street Worcester, MA 01605
Thurs., June 2, 2005	Pittsfield	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Crowne Plaza Route 7 & West St on Park Sq. Pittsfield, MA 01201
Thurs., June 2, 2005	Springfield	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Holiday Inn 711 Dwight Street Springfield, MA 01104
Tues., June 7, 2005	Brockton	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	Radisson (formerly Holiday Inn) 195 Westgate Drive Brockton, MA 02301
Tues., June 14, 2005	Tyngsboro	9:30 AM to 11:30 AM	BU Conference Center Wang Auditorium 72 Tyng Road Tyngsboro, MA 01879
Tues., June 14, 2005	Greenfield	9:30 AM to 11:30 AM	Greenfield Inn 125 Mohawk Trail Greenfield, MA 01301
Tues., June 14, 2005	Amherst	1:30 PM to 3:30 PM	UMass Campus Center 1 Campus Center Way Amherst, MA 01003-9243
Wed., June 15, 2005	Hyannis	9:30 AM to 11:30 AM	Sheraton Four Points 35 Scudder Avenue Hyannis, MA 02601
Wed., June 15, 2005	Westport	9:30 AM to 11:30 AM 1:30 PM to 3:30 PM	White's of Westport 66 State Road Westport, MA 02790

Registration begins 30 minutes before the time indicated.