



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 146**  
**July 2005**

**TO:** All Providers Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** Update on Expanded MassHealth Customer Service

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***New Contact  
Information***

All Provider Bulletin 144 (May 2005) announced the expansion and integration of MassHealth customer service for providers and members, effective July 1, 2005. The expanded services include a consolidated MassHealth Customer Service Center and new Web-based self-service options to improve the delivery of administrative services to providers and members.

All Provider Bulletin 144 included a Quick Reference Directory, which we have updated with additional information. Please review and use the attached MassHealth provider **Quick Reference Directory**. This revised directory includes new fax numbers, additional e-mail addresses, and a revised mailing address for MassHealth Customer Service.

To ensure continuity of service, the Customer Service Center will answer calls made to the former provider services toll-free telephone numbers and accept mail addressed to the former MassHealth addresses in Somerville, Massachusetts for a transition period. However, if you are not already doing so, we encourage you to begin using the new telephone number and mailing addresses immediately.

**Important Note:** Although the Hingham facility processes mail for both MassHealth and for Medicare as the Massachusetts intermediary, the operations are separate and distinct. Please be sure to specify the appropriate attention line when addressing your mail. You could unintentionally delay the processing of your documents or claims by incorrectly addressing them or batching MassHealth and Medicare items together.

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**Web-Based Electronic  
Claim Submission and  
Transaction Retrieval**

On June 23, 2005, MassHealth successfully implemented secure, Web-based claim submission through the mass.gov Web site. The Bulletin Board System (BBS) has since been discontinued as a means for submitting electronic claims. MassHealth would like to thank providers and billing intermediaries for successfully testing and preparing for this implementation. The responsiveness of the provider community was outstanding and enabled us to realize a timely, efficient transition.

We look forward to working with the many providers who expressed interest in electronic billing during the statewide educational sessions. We are calling the providers who have given us contact information. You may also call us to discuss electronic billing at 1-800-841-2900.

Additionally, we will contact providers who currently retrieve their 997 functional acknowledgment, 835 remittance advice, or the proprietary supplemental electronic remittance advice via our Secure File Delivery Application (SFDA), since these transactions can now be retrieved from the mass.gov Web site.

If you currently use the SFDA to retrieve any of these transactions and want to switch to this method now, please call us at 1-800-841-2900 or e-mail us at [hipaasupport@mahealth.net](mailto:hipaasupport@mahealth.net). Please note that the SFDA will be discontinued at some point in the future.

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**Statewide Educational  
Sessions**

We recently completed a series of statewide educational sessions and participated in several other forums sponsored by professional associations, where we explained the transition to the integrated Customer Service model and the new self-service options that will be available in the upcoming months. The entire MassHealth team thanks providers and professional associations for their questions, suggestions, and participation in these sessions.

Many questions were asked during these sessions, covering several different topics, including the new Customer Service Team, claims processing, electronic billing, other insurance, the MassHealth Primary Care Clinician program, and the Recipient Eligibility Verification System (REVS). A list of these questions and answers is posted in the "News & Updates" section of [www.mass.gov/masshealth](http://www.mass.gov/masshealth).

Please watch for the schedule of the next series of statewide educational sessions. Information about upcoming sessions will be posted in the "News & Updates" section of our Web site.

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***Additional New Services***

You are now able to access online training registration and, in some instances, perform maintenance of your provider profile demographic information (address, telephone number, and contact information) through the Web. Additional information about these services and how to use them will soon be available at the “News & Updates” section of our Web site.

Over the next several months, we will offer more Web-based services to significantly improve your experience with MassHealth. These services will be accessible through [www.mass.gov/masshealth](http://www.mass.gov/masshealth).

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***Questions***

If you have any questions about the information in this bulletin, please call MassHealth Customer Service at 1-800-841-2900, contact us by e-mail at [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.

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# Quick Reference Directory

MassHealth has expanded its customer service for providers and members, effective July 1, 2005. This directory provides a list of new addresses, telephone numbers, and fax numbers for the functions outlined below. All other contact information for MassHealth remains the same. Please refer to Appendix A of all MassHealth provider manuals for a complete list of contact information. Appendix A is on the Web at [www.mass.gov/masshealthpubs](http://www.mass.gov/masshealthpubs). Click on Provider Library, then on Provider Manual Appendices.

## EDI Claim Submissions

Electronic claims submission (837 transactions) by file transfer via the Web	<a href="http://www.mass.gov/masshealth">www.mass.gov/masshealth</a> <b>Note:</b> 835 remittance advices and 997 acknowledgements are available here. Providers may also continue to receive these by current methods.
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## Other Claims, Provider Enrollment Applications, and Correspondence

<ul style="list-style-type: none"> <li>• Paper and electronic claims sent by US Mail</li> <li>• Provider applications sent by US Mail</li> <li>• Correspondence sent by US Mail</li> </ul>	MassHealth Customer Service Attn: <i>[Address as applicable, for example, Claims, Provider Enrollment, or Correspondence.]</i> P.O. Box 9118 Hingham, MA 02043 <b>Note:</b> Claims are accepted on CD-ROM and diskette.
<ul style="list-style-type: none"> <li>• Paper and electronic claims hand-delivered (UPS, FedEx, courier, and drop-off)</li> <li>• Provider applications hand-delivered</li> <li>• Correspondence hand-delivered</li> </ul>	MassHealth Customer Service Attn: <i>[Address as applicable, for example, Claims, Provider Enrollment, or Correspondence.]</i> 75 Sgt. William B. Terry Drive Hingham, MA 02043

## Contact Information

Billing and policy questions, except for retail pharmacy	1-800-841-2900 (phone), 617-988-8974 (fax), or <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Provider training and outreach	1-800-841-2900 (phone), 617-988-8974 (fax), or <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Provider enrollment	1-800-841-2900 (phone), 617-988-8974 (fax), or <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
HIPAA transactions support	1-800-841-2900 (phone), 617-988-8971 (fax), or <a href="mailto:hipaasupport@mahealth.net">hipaasupport@mahealth.net</a>
EDI general support	1-800-841-2900 (phone), 617-988-8972 (fax), or <a href="mailto:EDI@mahealth.net">EDI@mahealth.net</a>
Publication requests	1-800-841-2900 (phone), 617-988-8973 (fax), or <a href="mailto:publications@mahealth.net">publications@mahealth.net</a>
Member support	1-800-841-2900 (phone), 617-988-8975 (fax), or <a href="mailto:membersupport@mahealth.net">membersupport@mahealth.net</a>