



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
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Boston, MA 02111
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MassHealth
All Provider Bulletin 150
December 2005

TO: All Providers Participating in MassHealth
FROM: Beth Waldman, Medicaid Director *BW*
RE: Redesigned MassHealth Card

**New Look for
MassHealth Card**

This month, MassHealth began issuing a redesigned MassHealth card to new cardholders and to existing cardholders whose circumstances required the issuance of a new card. MassHealth is **not** replacing the MassHealth cards of cardholders whose current cards are valid. A sample of this new card appears below.



Carry this MassHealth card at all times.

This card is for identification purposes only. It does not guarantee eligibility.

Cardholder: For questions call: **1-800-841-2900**
(TTY: 1-800-497-4648 for people with partial or total hearing loss)

Providers: Bill all other insurers first.

To verify eligibility and restrictions, call: **1-800-554-0042**
or go to www.massrevs.eds.com

Provider HelpDesk: **1-800-462-7738**

Provider questions on card status: **1-800-833-7582**

Please note that due to the low usage of the magnetic strip on the back of the card for the MassHealth Point-of-Services (POS) devices, the strip has been removed. You will continue to have the option to manually

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***New Look for
MassHealth Card
(cont.)***

enter the MassHealth card number, member identification number or name, date of birth, and gender to verify eligibility on the MassHealth POS device.

Many members will continue to present a valid MassHealth card with the previous design. Both types of cards are valid. The magnetic strip on the previous versions of the MassHealth card will continue to function for the POS devices, as long as the MassHealth card is valid.

Although the new card looks different, the information on the card is the same as the previous design.

Always Check REVS

A MassHealth card is for identification purposes only. It is not a guarantee of eligibility. To verify eligibility, restrictions, coverage type, and other insurance information, you must use the Recipient Eligibility Verification System (REVS) on the date you provide the service.

In addition to the POS device to verify eligibility, there are other faster and more detailed REVS access methods available. These access methods include WebREVS (www.massrevs.eds.com) and REVSpc software. For questions about these access methods, call the REVS HelpDesk at 1-800-462-7738.

Questions

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