



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
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Boston, MA 02111
www.mass.gov/masshealth



MassHealth
All Provider Bulletin 153
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TO: All Providers Participating in MassHealth
FROM: Beth Waldman, Medicaid Director *BW*
RE: Preferred Communication Method Options

**Recent Changes in How
We Send MassHealth
Communications**

In May of 2005, MassHealth stopped mailing bulletins and transmittal letters directly to providers. Instead, we mail postcards that describe the subject of the bulletin or transmittal letter, refer providers to our Web site to download a copy, and offer paper copies from MassHealth Customer Service. (See [All Provider Bulletin 143](#), dated April 2005.) It is also possible to sign up for automatic e-mail alerts whenever a new bulletin or transmittal letter has been posted on our Web site. However, until now, even if you signed up for e-mail alerts, you still got postcards. If you are a group-practice organization other than a physician or dental practice, your only notification was a message on your paper remittance advice.

Now we're making it easier and simpler for you to get bulletins and transmittal letters. There are three options to choose from:

- e-mail notification (fastest);
- postcard notification (up to 10 days later than e-mail); or
- paper copy of actual publication (up to 10 days later than e-mail).

We recently sent you a special postcard about these options. This bulletin provides more detail about choosing how you want to receive bulletins and transmittal letters. If you do not indicate a preference, you will continue to receive postcards. If you are a group-practice organization, including physician and dental group practices, and you do not choose one of the above options, your only notification of a new publication will be a message printed on your paper remittance advice. You can choose only one option.

**Choose Your
Preferred Method**

There are two ways to tell us your preferred way to get bulletins and transmittal letters:

1. Go to our Web site at www.mass.gov/masshealth. In the Online Services box on the right side of the screen, click on Provider Preferred Communication Method. Fill out the short online form and click Submit Form to send your choice to MassHealth Customer Service.

Or

2. Call MassHealth Customer Service at 1-800-841-2900.
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***Important Note for
Group Practices***

We send publications under the pay-to provider number only (not servicing provider numbers). If you are organized as a group practice, you must sign up under your group-practice provider number to ensure that you receive transmittal letters and bulletins according to your preferred method.

E-Mail Alerts

If you already get e-mail alerts about bulletins and transmittal letters, you must unsubscribe from our existing subscription service to avoid getting duplicate messages. To unsubscribe, send a blank e-mail to leave-masshealth-provider-pubs@listserv.state.ma.us. No text is required in the body of the e-mail or the subject line.

***Limit of One E-Mail or
Street Address Per
Provider Number***

At this time, we are able to accept only one e-mail or street address per provider number. If we get a preferred communication request with a duplicate provider number, it will override any previous request with the same provider number.

***Changing Your
Preference***

You may change your preferred communication method at any time by using the online form on our Web site or by calling MassHealth Customer Service at 1-800-841-2900.

***Communications
Included***

These communication methods are just for receiving bulletins and transmittal letters.

Please Note: There are no changes to other e-mail subscription lists that you may have signed up for, such as for information about electronic claims or for updates to the MassHealth Drug List.

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.
