




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



MassHealth
All Provider Bulletin 183
February 2009

TO: All Providers Participating in MassHealth
FROM: Tom Dehner, Medicaid Director 
RE: **Member Eligibility REVS Responses Provided Between 12/17/08 and 01/13/09**

***Incorrect Responses
Given to Certain
Members Checking
Eligibility***

MassHealth has discovered that a small number of members who used the automated voice response (AVR) system to check their eligibility may have received incorrect information about their eligibility coverage with MassHealth or Commonwealth Care. The incorrect information was limited to only certain members who used the AVR between December 17, 2008, and January 13, 2009. Further research has revealed that a majority of those members have since spoken with a MassHealth Customer Service representative or checked with their managed care plan or physician to verify their eligibility status.

MassHealth has notified all the affected members who did not subsequently contact MassHealth Customer Service, their MCO, or their physician. In the letter to affected members, we asked members to contact MassHealth Customer Service if they are still confused about their eligibility after rechecking their status using the AVR.

***No Impact to REVS
Used by Providers***

The Recipient Eligibility Verification System (REVS) that is accessed by MassHealth providers was not affected by this error. Providers using REVS to check member eligibility during this period received accurate information.

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.
