



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 199
December 2009

TO: All Providers Participating in MassHealth
FROM: Terence G. Dougherty, Interim Medicaid Director *TGD*
RE: **Elimination of Full Paper Mailing of Bulletins and Transmittal Letters**

Elimination of Paper

Since June 2006, MassHealth providers have had the option of receiving bulletins and transmittal letters from MassHealth by one of three methods:

- 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).

To indicate their preference, providers simply sign up on the MassHealth Web site or call MassHealth Customer Service. Providers who have not notified us of their choice receive a postcard.

Effective February 1, 2010, to save costs and to act in an environmentally responsible manner, MassHealth will eliminate the option of automatically receiving a paper copy of the actual publication. For any publication dated on or after February 1, 2010, providers who have chosen to automatically receive paper mailings will instead receive a postcard notification of the publication. The postcard will include information on how to access an online copy of the publication and how to request a paper copy.

Choose Your Preferred Method

There are two ways to tell us your preferred way to get notification of 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 More, then on Choose Your 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***

If you are organized as a group practice, you must sign up under the provider ID/service location (PID SL) assigned to the group-practice. We send publications under the pay-to PID SL only (not servicing PID SLs).

Group-practice organizations that do not sign up for an e-mail or postcard notification will receive notice of a new publication only via a message listed on the first page of their remittance advice, and only if they are scheduled to receive a remittance advice within one month from the issuance of the publication.

***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.
