



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
*www.mass.gov/masshealth*

**MassHealth**  
**All-Provider Bulletin 260**  
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**TO:** All Providers Participating in Mass Health

**FROM:** Daniel Tsai, Assistant Secretary for MassHealth

**RE:** **Changes to Primary Care Clinician Plan (PCC Plan) Services Requiring a Referral**

## **Background**

On October 1, 2016, MassHealth will modify the list of Primary Care Clinician (PCC) Plan services that are exempt from referral requirements. The list of services outlined in MassHealth regulation 130 CMR 450.118(J)(5): *Exceptions to Services Requiring Referrals* is being modified to reflect the change. The *Primary Care Clinician Plan Provider Handbook* and the *Primary Care Clinician Plan Member Handbook* are being amended to reflect these changes. Additional information and support can be found at [www.mass.gov/masshealth](http://www.mass.gov/masshealth) (click on “MassHealth Providers.”)

## **Changes to PCC Referral Requirements**

In addition to the services that already require a PCC referral, effective for dates of service on and after October 1, 2016, the following services will require a PCC referral. PCC Plan members seeking the following services must first obtain a referral from their PCC:

- Chiropractor Services
- Hearing Instrument Specialist Services
- Imaging Services conducted at an Independent Diagnostic Testing Facility (IDTF)
- Orthotic Services
- Prosthetic Services
- Medical Nutrition Therapy/Diabetes Nutrition Management Training

PCCs who determine that the services listed above are medically necessary for their patients must enter a referral in the MassHealth Provider Online Service Center (POSC) before the patient is scheduled to receive the referred service.

Rendering providers must continue to check the Eligibility Verification System (EVS) to verify a member's MassHealth coverage. If the member is enrolled in the PCC Plan, a rendering provider should verify in the POSC if a referral has been issued. If a referral has not been issued, the rendering provider must contact the member's PCC as noted on the eligibility inquiry.

If a provider has rendered a service to a PCC Plan member for which a PCC referral is required but no PCC referral was obtained, the provider should contact the member's PCC. Retroactive referrals may be made if the PCC determines that the service was medically necessary at the time the member received the service. Once a PCC referral has been issued, the rendering provider may resubmit the claim to MassHealth for payment. As a reminder, MassHealth does not allow providers to bill members for services.

## **Changes to PCC Referral Requirements (*cont.*)**

There are no changes to the current process for submitting claims that require a PCC referral. Claims for all services requiring a PCC referral must be submitted via the POSC.

Only members enrolled in the PCC Plan are affected by these changes. All affected heads of household will receive a notice from MassHealth on or about August 25, 2016, explaining these changes. MassHealth members who are not enrolled in the PCC Plan (e.g., members who are enrolled in a MassHealth-contracted managed care organization (MCO)) are not affected. For members enrolled in an MCO, providers should refer to the member's MCO for information on the MCO's referral requirements.

## **Additional Information**

For a copy of the letter sent to affected heads of household and a list of Provider Q&A's, please visit [www.mass.gov/masshealth](http://www.mass.gov/masshealth) and click on "MassHealth Providers."

If you are new to submitting claims that require a PCC referral, please refer to the job aid at [www.mass.gov/eohhs/gov/newsroom/masshealth/providers/mmis-posc/training/get-trained.html](http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/mmis-posc/training/get-trained.html).

For information on how to verify a referral on the POSC, please refer to the job aid at [www.mass.gov/eohhs/docs/masshealth/provlibrary/pocs-job-aids/referrals-inquire.pdf](http://www.mass.gov/eohhs/docs/masshealth/provlibrary/pocs-job-aids/referrals-inquire.pdf).

Additional POSC job aids can be found at [www.mass.gov/eohhs/gov/newsroom/masshealth/providers/mmis-posc/training/get-trained.html](http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/mmis-posc/training/get-trained.html).

A complete list of MCOs by region and links to their respective websites can be found at [www.mass.gov/eohhs/consumer/insurance/enroll-in-a-health-plan/plans-available-for-members-in-mh-standard-commonhealth-family-assistance.html](http://www.mass.gov/eohhs/consumer/insurance/enroll-in-a-health-plan/plans-available-for-members-in-mh-standard-commonhealth-family-assistance.html)

## **Questions**

If you cannot find the answer to your question at [www.mass.gov/masshealth](http://www.mass.gov/masshealth) (click on "MassHealth Providers"), please contact the MassHealth Customer Service Center by e-mail at [providersupport@mahealth.net](mailto:providersupport@mahealth.net), by fax at 617-988-8974, or by phone at 1-800-841-2900.