




**MassHealth**  
**All Provider Bulletin 270**  
**May 2017**

**TO:** All Providers Participating in MassHealth

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

**RE:** **Third-Party Administrator Implementation for Long-Term Services and Supports (LTSS)**

**Announcement**

The Executive Office of Health and Human Services (EOHHS) has entered into a contract with Optum Government Solutions (“Optum”) to provide third-party-administrator (TPA) services for MassHealth Long-Term Services and Supports (LTSS). The introduction of an LTSS TPA is part of the Commonwealth’s efforts to increase MassHealth’s capacity to deliver LTSS on a fee-for-service basis to eligible MassHealth members.

Through the addition of the LTSS TPA, specific enhancements will be available to certain MassHealth providers involved in delivering LTSS services, while other administrative functions, including claims processing, will remain largely the same.

**MassHealth LTSS Services**

The following MassHealth state-plan LTSS services/providers, when provided on a fee-for-service basis to eligible members, are within the scope of the LTSS TPA.

- Adult day health
- Adult foster care
- Chronic inpatient hospitals
- Chronic outpatient hospitals
- Day habilitation
- Durable medical equipment
- Group adult foster care
- Home health agency services
- Hospice
- Independent nurse (private duty nursing)
- Independent therapist
- Nursing facilities
- Orthotics
- Oxygen and respiratory therapy
- Personal care attendant
- Transitional living
- Prosthetics
- Rehabilitation centers
- Speech and hearing centers

Support for administrative entities, including fiscal intermediaries and personal care management agencies, is also within the scope of the LTSS TPA.

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## **Changes for MassHealth LTSS Providers**

As described below, certain administrative functions and processes for MassHealth fee-for service providers of the previously listed LTSS services, referred to as “MassHealth LTSS providers,” will change as a result of the implementation of the LTSS TPA.

Note: Provider contractual relationships will continue to be with MassHealth. Not all LTSS TPA functions will be performed for all the aforementioned services; exceptions are listed later in this bulletin.

### **LTSS TPA Key Activities and Timeline**

The key activities that the LTSS TPA will perform for MassHealth include the following.

**Effective April 18, 2017**—The LTSS TPA began program integrity activities to support MassHealth in detecting and preventing fraud, waste, and abuse in the MassHealth program related to LTSS services; these efforts may take the form of desk audits, onsite audits, provider self-audits, or algorithm-based claims reviews.

**Effective May 31, 2017**—The LTSS Provider Service Center will begin answering phone calls and LTSS provider questions, including resolving issues with claims submission; processing prior authorizations (PAs) for LTSS services that are subject to PA under MassHealth’s regulations (see exceptions described below); conducting provider enrollment and revalidation activities for LTSS providers; supporting LTSS provider-education and training activities; and establishing and maintaining a LTSS Provider Portal for MassHealth LTSS provider information.

**Effective September 1, 2017**—Issuing LTSS provider scorecards based on several metrics, including regulatory compliance, administrative performance measures, and selected quality metrics as defined by EOHHS. Note: EOHHS will be seeking stakeholder input on LTSS provider score cards before the LTSS TPA’s commencement of this activity.

Information about upcoming changes and enhancements related to the implementation of the LTSS TPA is provided below.

## **Customer Service**

### **LTSS Provider Service Center**

**Beginning May 31, 2017**, LTSS providers will have access to specialized supports from the LTSS Provider Service Center. LTSS providers can *directly* contact the LTSS Provider Service Center by calling toll-free at 1-844-368-5184. If LTSS providers contact the MassHealth Customer Service Center at 1-800-841-2900, they will be able to follow prompts to be connected to the LTSS Provider Service Center. The MassHealth LTSS Provider Service Center will be open **8:00 a.m. to 6:00 p.m. ET, Monday through Friday**, excluding holidays. Providers may also contact the LTSS TPA via the Provider Online Service Center (POSC) using the *new* email and mail addresses and fax number listed on the next page.

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### **LTSS Provider Service Center (*cont.*)**

The LTSS Provider Service Center will be the primary resource for LTSS providers and will be available to address or appropriately refer providers for the following types of inquiries.

- Claims submission and resolution
- PA
- Provider enrollment, revalidation, and updates

### **Customer Service for Members**

The MassHealth Customer Service Center will continue to provide support to MassHealth members or their representatives for most member-related questions. The toll-free number for the center is 1-800-841-2900. Members should contact the LTSS TPA only for questions about LTSS PA decisions. Member notices about PA requests for LTSS services will provide the LTSS Prior Authorization Department contact information to allow the TPA to address member questions about their PA decisions. Otherwise, MassHealth members or their representatives will contact the Customer Service Center for support.

If members contact the LTSS TPA, the LTSS TPA will help the member to be redirected to the MassHealth Customer Service Center.

### **LTSS Provider Portal**

LTSS providers will benefit from a newly created LTSS Provider Portal dedicated to LTSS providers, found at [www.masshealthltss.com](http://www.masshealthltss.com). The portal will provide, in one dedicated, easy-to-access location, information for LTSS providers delivering MassHealth LTSS to eligible members. It will also provide access to 24/7 provider-training webinars, quick reference guides, and helpful links to Mass.gov resources, organized by LTSS provider type.

### **PA for LTSS Services**

**Beginning May 31, 2017**, the TPA will perform PA for the services listed below that require PA. However, the **TPA will not perform PA for members in the Community Case Management (CCM) program.**

- Personal care attendant (PCA)
- Home health agency (including services provided in rehabilitation centers)
- Durable medical equipment (DME)
- Prosthetics/orthotics
- Therapies (physical, occupational, speech/language)
- Oxygen/respiratory therapy

**MassHealth will continue to set fee-for-service utilization-management guidelines, including medical necessity guidelines for all LTSS services.**

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### **Prior Authorizations for LTSS Services (*cont.*)**

LTSS providers are encouraged to send their PA requests to MassHealth online via the POSC. Beginning May 31, 2017, if submitting a paper PA submission, the LTSS provider should mail the PA request and required attachments to the LTSS TPA (see address on next page). As a reminder, when submitting a PA request for certain services, the LTSS provider may also be required to submit service-specific documentation (for example, an invoice). Please consult your provider manual for specific requirements.

### **Future PA Changes**

In the months following implementation of PA functions by the LTSS TPA, MassHealth, with the support of the TPA, will implement new PA requirements for the following provider types.

- Adult day health
- Adult foster care
- Group adult foster care
- Day habilitation

To prepare for these changes, MassHealth's LTSS program staff and the TPA will conduct trainings for applicable LTSS providers to introduce these enhanced processes and tools. Trainings will include in-person training sessions across the state, as well as webinars. Training materials will also be available for LTSS provider use 24 hours a day on the LTSS Provider Portal.

In addition, the TPA and MassHealth will work closely with LTSS providers to identify areas in which the submission of LTSS PAs can be improved.

### **Other MassHealth PA and Utilization-Management Programs**

Other MassHealth PA processes will not be impacted by the TPA's activities, including the following.

- Utilization management activities for chronic hospitals (inpatient and outpatient) will continue to be administered by the MassHealth Office of Clinical Affairs.
- Clinical eligibility assessments for nursing facility admissions and PA processes for non-LTSS medical, pharmacy, and dental services will not change.
- PA processing for LTSS services provided to members receiving Community Case Management (CCM) will not change. CCM is a MassHealth program that provides coordinated PA of LTSS for eligible MassHealth members who require continuous skilled nursing services (referred to as "complex-care members"), as described in 130 CMR 414.402 and 130 CMR 403.402.

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**Contact Information for PA and Utilization Management for LTSS Services, Effective May 31, 2017**

<b>LTSS Questions</b>	If you have questions about LTSS PA requests, contact the MassHealth Prior Authorization Help Line at 1-800-862-8341.  Hours: 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, excluding holidays. Email: <a href="mailto:support@masshealthltss.com">support@masshealthltss.com</a> .
<b>Online PA Requests (preferred method)</b>	For online PA requests, go to the POSC at <a href="https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf">https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf</a> .
<b>Paper PA LTSS Service Requests</b>	Mail paper PA <b>LTSS service</b> requests to the following address.  MassHealth LTSS PO Box 159108 Boston, MA 02215
<b>Similar to the following services, PA requests for non-LTSS, dental, and pharmacy service requests should use the <i>existing</i> process and address information found in Appendix A of the your provider manual.</b>	
<b>CCM PA Requests</b>	Use the POSC, phone, fax, or paper PA requests for members in CCM for the following services: nursing, home health aide, physical therapy, occupational therapy, speech therapy, personal care attendant, durable medical equipment, orthotics, prosthetics, and oxygen and respiratory therapy equipment.  To inquire about a CCM PA request, call 1-800-863-6068. The CCM fax number is 508-421-5905. For online information, go to <a href="https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf">https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf</a> .
<b>Chronic Disease and Rehabilitation (CDR) Hospital</b>	If you have questions about CDR hospital preadmission, clinical-eligibility assessment, conversion-eligibility assessment, or concurrent review, please contact MassHealth at the following address.  MassHealth 100 Hancock Street, 6 <sup>th</sup> floor Quincy, MA 02171-1745 1-800-554-5127 1-800-752-6334 (fax)

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**LTSS Provider Claims Submission and Resolution**

*MassHealth is responsible for claims processing and payment. The processes to submit claims to MassHealth will not be changing.*

The LTSS TPA will be available for LTSS providers to answer questions about claims processing and payment of LTSS services covered by MassHealth. Providers with questions should call the LTSS Provider Service Center’s toll-free number, 1-844-368-5184. Providers can also email the LTSS Provider Service Center at [support@masshealthltss.com](mailto:support@masshealthltss.com). Business hours are **8:00 a.m. to 6:00 p.m. ET, Monday through Friday**, excluding weekends and holidays.

**Contact Information for Claims Submission for LTSS Services, Effective May 31, 2017  
(Note: No Changes Are Being Made)**

<p><b>Electronic Claims</b></p>	<p>Provider Online Service Center at <a href="https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf">https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf</a>.</p>
<p><b>Paper Claims (only for providers that have an approved waiver to submit paper claims)</b></p>	<p>If you are an LTSS provider with an approved waiver to submit paper claims, send original paper claims and voids of claims paid in error to the following address.</p> <p style="text-align: center;">MassHealth ATTN: Original Paper Claims Submission P.O. Box 9152 Canton, MA 02021</p> <p>You must send paper adjustments of paid claims or requests for paper 90-day waivers to the following address.</p> <p style="text-align: center;">MassHealth ATTN: Claims Operations Adjustments 100 Hancock Street, 6<sup>th</sup> Floor Quincy, MA 02171-1745</p>
<p><b>Claims Appeals</b></p>	<p>Providers may file an appeal of the final deadline for an erroneously denied or underpaid claim only if the service date on the claim exceeds 12 months (or 18 months if another insurer is involved), and the claim has received a “final deadline exceeded” error code (0853 or 0855). (See 130 CMR 450.323.) Submit your appeal package within 30 days of the remittance advice containing the final deadline-exceeded error code to the following address.</p> <p style="text-align: center;">MassHealth ATTN: Final Deadline Appeals Board 100 Hancock Street, 6<sup>th</sup> Floor Quincy, MA 02171-1745 617-847-3115 <a href="mailto:fdeappeals@state.ma.us">fdeappeals@state.ma.us</a></p> <p>To confirm receipt of a final deadline appeal or to ask a question about the status of a final deadline appeal, email your inquiry.</p> <p><i>Note: MassHealth does not accept final deadline appeals via email.</i></p>

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## **Provider Enrollment and Revalidation**

**Beginning May 31, 2017**, a **new process** will be used to enroll LTSS providers using the LTSS Provider Portal rather than the POSC. The enhanced enrollment process will provide a streamlined and tailored experience that is easy to use, and which will reduce data entry errors and processing through minimizing the use of paper forms. In addition, by using the LTSS Provider Portal, new applicants will have easy access to an array of resources in one place that will be organized by LTSS provider type (e.g., adult day health, durable medical equipment, etc.), including regulations, training, billing tips, and other helpful information.

The LTSS Provider Portal will also be used by LTSS providers for revalidation activities, as well as for submitting updates.

Training for these changes for LTSS providers will be available on the Provider Portal and through in-person sessions throughout the state.

Effective May 31, 2017, LTSS providers may contact the LTSS Provider Service Center at 1-844-368-5184, or by logging into the LTSS Provider Portal, for the following purposes.

- requesting a provider application
- checking the status of their provider application
- verifying their participation status
- verifying the information in their provider file

LTSS providers **must** also contact the LTSS Provider Service Center or log into the LTSS Provider Portal to report any changes to the information submitted in their provider application, including the following.

- licensure and certification
- Medicare provider status
- ownership information

## **Provider Training**

The LTSS TPA will be responsible for supporting MassHealth in developing and implementing trainings on topics important to LTSS providers. Trainings will be available as part of in-person sessions across the state or online in the form of webinars or other electronic resources. For information about provider trainings, LTSS providers may contact the LTSS Provider Service Center or go to the LTSS Provider Portal at [www.masshealthtss.com](http://www.masshealthtss.com).

## **More Changes**

In the coming months, we will be updating Appendix A and Subchapter 5 (billing instructions) of your provider manual. These revisions will reflect the information in this bulletin.

## **Questions**

**Beginning May 31, 2017**, the MassHealth LTSS Provider Service Center will be open **8:00 a.m. to 6:00 p.m. ET, Monday through Friday**, excluding weekends and holidays. LTSS providers should direct questions about this bulletin or other MassHealth LTSS provider topics to the LTSS TPA as follows.

<b>Method</b>	<b>Contact Information for MassHealth LTSS Provider Service Center</b>
<b>Phone</b>	1-844-368-5184
<b>Email</b>	<a href="mailto:support@masshealthtss.com">support@masshealthtss.com</a>
<b>Portal</b>	MassHealthLTSS.com
<b>Mail</b>	MassHealth LTSS PO Box 159108 Boston, MA 02215
<b>Fax</b>	1-888-832-3006
<b>LTSS Provider Portal</b>	Trainings, general information, and future enhancements will be available at <a href="http://www.masshealthLTSS.com">www.masshealthLTSS.com</a> .

**Before May 31, 2017**, if you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at 1-800-841-2900, email your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.