***Commonwealth of Massachusetts***

***Executive Office of Health and Human Services***

## Office of Medicaid

*www.mass.gov/masshealth*

**MassHealth**

**All Provider Bulletin 275**

**March 2018**

**TO:** All Providers Participating in MassHealth

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

**RE: MassHealth EVS Codes and Restrictive Messages for**

 **2018 Managed Care Health Plans**

This bulletin lists the Eligibility Verification System (EVS) restrictive message codes and text for MassHealth managed care health plans effective March 1, 2018. Providers accessing

EVS through the Provider Online Service Center (POSC) to verify the eligibility of a MassHealth managed care member before providing medical services will receive one or more of the restrictive messages listed below.

Appendix Y of all MassHealth provider manuals is being updated to include the complete list of active EVS codes and messages. To sign up for email notifications when MassHealth publishes new provider bulletins and transmittal letters, send a blank email to join-masshealth-provider-pubs@listserv.state.ma.us.

**Accountable Care Partnership Plans**

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| **Plan Name:**  | **BeHealthy Partnership** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text |
| 1573 | 688 | BeHealthy Partnership member. BeHealthy Partnership is an Accountable Care Partnership Plan. BeHealthy Partnership is Baystate Health Care Alliance in partnership with Health New England. |
| 1574 | 689 | For medical service questions call Health New England at 1-800-786-9999. |
| 1575 | 690 | For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086. |
| 1576 | 691 | For claims, policy, or billing questions, call Health New England at 1-800-786-9999. |

**Accountable Care Partnership Plans (*cont*.)**

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| **Plan Name:**  | **Berkshire Fallon Health Collaborative** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text |
| 1577 | 692 | Berkshire Fallon Health Collaborative member. Berkshire Fallon Health Collaborative is an Accountable Care Partnership Plan. Berkshire Fallon Health Collaborative is Health Collaborative of the Berkshires in partnership with Fallon Health. |
| 1578 | 693 | For medical service questions call Fallon Health at 1-855-203-4660 |
| 1579 | 694 | For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7184. |
| 1580 | 695 | For claims, policy, or billing questions, call Fallon Health at 1-855-203-4660. |
| **Plan Name:**  | **BMC HealthNet Plan Community Alliance** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1581 | 696 | BMC HealthNet Plan Community Alliance member. BMC HealthNet Plan Community Alliance is an Accountable Care Partnership Plan. BMC HealthNet Plan Community Alliance is Boston Accountable Care Organization (ACO) in partnership with BMC HealthNet. |
| 1582 | 697 | For medical service questions call BMC HealthNet Plan at 1-888-566-0010. |
| 1583 | 698 | For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501. |
| 1584 | 699 | For claims, policy, or billing questions, call BMC HealthNet Plan at 1-888-566-0010. |
| **Plan Name:** | **BMC HealthNet Plan Mercy Alliance** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1585 | 700 | BMC HealthNet Plan Mercy Alliance member. BMC HealthNet Plan Mercy Alliance is an Accountable Care Partnership Plan. BMC HealthNet Plan Mercy Alliance is Mercy Medical Center in partnership with BMC HealthNet Plan. |
| 1586 | 701 | For medical service questions call BMC HealthNet Plan at 1-888-566-0010. |
| 1587 | 702 | For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501. |
| 1588 | 703 | For claims, policy, or billing questions, call BMC HealthNet Plan at 1-888-566-0010. |

**Accountable Care Partnership Plans (*cont*.)**

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| **Plan Name:**  | **BMC HealthNet Plan Signature Alliance** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1589 | 704 | BMC HealthNet Plan Signature Alliance member. BMC HealthNet Plan Signature Alliance is an Accountable Care Partnership Plan. BMC HealthNet Plan Signature Alliance is Signature Healthcare in partnership with BMC HealthNet Plan. |
| 1590 | 705 | For medical service questions call BMC HealthNet Plan at 1-888-566-0010. |
| 1591 | 706 | For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501. |
| 1592 | 707 | For claims, policy, or billing questions, call BMC HealthNet Plan at 1-888-566-0010. |
| **Plan Name:**  | **BMC HealthNet Plan Southcoast Alliance** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1593 | 708 | BMC HealthNet Plan Southcoast Alliance member. BMC HealthNet Plan Southcoast Alliance is an Accountable Care Partnership Plan. BMC HealthNet Plan Southcoast Alliance is Southcoast Health in partnership with BMC HealthNet Plan. |
| 1594 | 709 | For medical service questions call BMC HealthNet Plan at 1-888-566-0010. |
| 1595 | 710 | For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501. |
| 1596 | 711 | For claims, policy, or billing questions, call BMC HealthNet Plan at 1-888-566-0010. |
| **Plan Name:**  | **Fallon 365 Care** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1597 | 712 | Fallon 365 Care member. Fallon 365 Care is an Accountable Care Partnership Plan. Fallon 365 Care is Reliant Medical Group in partnership with Fallon Health. |
| 1598 | 713 | For medical service questions call Fallon Health at 1-855-508-3390. |
| 1599 | 714 | For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7182. |
| 1600 | 715 | For claims, policy, or billing questions, call Fallon Health at 1-855-508-3390. |

**Accountable Care Partnership Plans (*cont*.)**

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| **Plan Name:**  | **My Care Family** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1601 | 716 | My Care Family member. My Care Family is an Accountable Care Partnership Plan. My Care Family is Merrimack Valley Accountable Care Organization (ACO) in partnership with Neighborhood Health Plan (NHP). |
| 1602 | 717 | For medical service questions call Neighborhood Health Plan (NHP) at 1-800-462-5449. |
| 1603 | 718 | For behavioral health service questions and authorizations, call Beacon Health Options at 1-800-414-2820. |
| 1604 | 719 | For claims, policy, or billing questions, call Neighborhood Health Plan (NHP) at 1-800-462-5449. |

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| **Plan Name:**  | **Tufts Health Together with Atrius Health** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1605 | 720 | Tufts Health Together with Atrius Health member. Tufts Health Together with Atrius Health is an Accountable Care Partnership Plan. Tufts Health Together with Atrius Health is Atrius Health in partnership with Tufts Health Plan (THP). |
| 1606 | 721 | For medical service questions call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1607 | 722 | For behavioral health service questions and authorizations, call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1608 | 723 | For claims, policy, or billing questions, call Tufts Health Plan (THP) at 1-888-257-1985. |
| **Plan Name:**  | **Tufts Health Together with BIDCO** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1609 | 724 | Tufts Health Together with BIDCO member. Tufts Health Together with BIDCO is an Accountable Care Partnership Plan. Tufts Health Together with BIDCO is Beth Israel Deaconess Care Organization (BIDCO) in partnership with Tufts Health Plan (THP). |
| 1610 | 725 | For medical service questions call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1611 | 726 | For behavioral health service questions and authorizations, call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1612 | 727 | For claims, policy, or billing questions, call Tufts Health Plan (THP) at 1-888-257-1985. |

**Accountable Care Partnership Plans (*cont*.)**

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| **Plan Name:**  | **Tufts Health Together with Boston Children’s ACO** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1613 | 728 | Tufts Health Together with Boston Children’s ACO member. Tufts Health Together with Boston Children’s ACO is an Accountable Care Partnership Plan. Boston Children’s Accountable Care Organization (ACO) in partnership with Tufts Health Plan (THP). |
| 1614 | 729 | For medical service questions call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1615 | 730 | For behavioral health service questions and authorizations, call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1616 | 731 | For claims, policy, or billing questions, call Tufts Health Plan (THP) at 1-888-257-1985. |
| **Plan Name:**  | **Tufts Health Together with CHA** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1618 | 732 | Tufts Health Together with CHA member. Tufts Health Together with CHA is an Accountable Care Partnership Plan. Tufts Health Together with CHA is Cambridge Health Alliance (CHA) in partnership with Tufts Health Plan (THP). |
| 1619 | 733 | For medical service questions call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1620 | 734 | For behavioral health service questions and authorizations, call Tufts Health Plan (THP) at 1-888-257-1985. |
| 1621 | 735 | For claims, policy, or billing questions, call Tufts Health Plan (THP) at 1-888-257-1985. |
| **Plan Name:**  | **Wellforce Care Plan** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 1622 | 736 | Wellforce Care Plan member. Wellforce Care Plan is an Accountable Care Partnership Plan. Wellforce Care Plan is Wellforce in partnership with Fallon Health. |
| 1623 | 737 | For medical service questions call Fallon Health at 1-855-508-4715. |
| 1624 | 738 | For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7183. |
| 1625 | 739 | For claims, policy, or billing questions, call Fallon Health at 1-855-508-4715. |

**Primary Care ACO Plans**

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| **Plan Name:**  | **Community Care Cooperative (C3)** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text |
| 687 | 687 | COMMUNITY CARE COOPERATIVE MEMBER. COMMUNITY CARE COOPERATIVE IS A PRIMARY CARE ACO. CALL PCC ABOVE FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J). |
| 1626 | 740 | Community Care Cooperative (C3) member. Community Care Cooperative is a Primary Care ACO. |
| 1627 | 741 | For medical service questions call Community Care Cooperative (C3) at 1-866-676-9226. |
| 1628 | 742 | For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900. |
| 76 | 525 | For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086. |
| **Plan Name:**  | **Partners HealthCare Choice** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text |
| 686 | 686 | PARTNERS HEALTHCARE CHOICE MEMBER. PARTNERS HEALTHCARE CHOICE IS A PRIMARY CARE ACO. CALL THE PCC ABOVE FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J). |
| 1629 | 743 | Partners HealthCare Choice member. Partners HealthCare Choice is a Primary Care ACO. |
| 1630 | 744 | For medical service questions call, Partners HealthCare Choice at 1-800-231-2722. |
| 1631 | 745 | For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900. |
| 76 | 525 | For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086. |

**Primary Care ACO Plans (*cont*.)**

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| **Plan Name:**  | **Steward Health Choice** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 685 | 685 | STEWARD HEALTH CHOICE MEMBER. STEWARD HEALTH CHOICE IS A PRIMARY CARE ACO. CALL THE PCC ABOVE FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J).  |
| 1632 | 746 | Steward Health Choice member. Steward Health Choice is a Primary Care ACO. |
| 1633 | 747 | For medical service questions call, Steward Health Choice at 1-855-860-4949. |
| 1634 | 748 | For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900. |
| 76 | 525 | For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086. |

**Primary Care Clinician (PCC) Plan**

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| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text  |
| 461 | 461 | PRIMARY CARE CLINICIAN (PCC) PLAN MEMBER. CALL PCC FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J).  |
| 76 | 525 | For behavioral health service questions and authorization, call Massachusetts Behavioral Health Partnership at 1-800-495-0086. |
| 1636 | 749 | For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900. |

**Managed Care Organization (MCO) Plans**

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| **Plan Name:**  | **BMC HealthNet Plan** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text |
| 1059 | 618 | BMC HealthNet Plan member. BMC HealthNet Plan is an MCO. |
| 747 | 021 | For medical service questions call BMC HealthNet Plan at 1-888-566-0010. For behavioral health service questions and authorizations call Beacon Health Strategies at 1-888-217-3501. |
| **Plan Name:**  | **Tufts Health Together** |
| System Generated Message # | UniqueMessage # | EVS Restrictive Message Text |
| 1138 | 616 | Tufts Health Together member. Tufts Health Together is an MCO. |
| 1146 | 056 | For medical and behavioral health service questions and authorizations call Tufts Health Together at 1-888-257-1985. |

**Online Resources**

MassHealth provider bulletins are available to view and download at <https://www.mass.gov/masshealth-provider-bulletins>

MassHealth provider appendices are available to view and download at <https://www.mass.gov/guides/masshealth-provider-manual-appendices>.

 MassHealth Provider PCDI Resources webpage

 <https://www.mass.gov/lists/provider-pcdi-resources>

**Questions**

If you have questions about the information in this bulletin, please email your inquiry to the MassHealth Customer Service Center at providersupport@mahealth.net, or call

1-800-841-2900 (TTY: 1-800-497-4648).