




**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](mailto:join-masshealth-provider-pubs@listserv.state.ma.us).

### **Accountable Care Partnership Plans**

<b>Plan Name: BeHealthy Partnership</b>		
<b>System Generated Message #</b>	<b>Unique Message #</b>	<b>EVS Restrictive Message Text</b>
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.

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

<b>Plan Name: Berkshire Fallon Health Collaborative</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: BMC HealthNet Plan Community Alliance</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: BMC HealthNet Plan Mercy Alliance</b>		
System Generated Message #	Unique Message #	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.

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

<b>Plan Name: BMC HealthNet Plan Signature Alliance</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: BMC HealthNet Plan Southcoast Alliance</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Fallon 365 Care</b>		
System Generated Message #	Unique Message #	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.

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

<b>Plan Name: My Care Family</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Tufts Health Together with Atrius Health</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Tufts Health Together with BIDCO</b>		
System Generated Message #	Unique Message #	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.

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

<b>Plan Name: Tufts Health Together with Boston Children's ACO</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Tufts Health Together with CHA</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Wellforce Care Plan</b>		
System Generated Message #	Unique Message #	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.

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**Primary Care ACO Plans**

<b>Plan Name: Community Care Cooperative (C3)</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Partners HealthCare Choice</b>		
System Generated Message #	Unique Message #	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.

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

<b>Plan Name: Steward Health Choice</b>		
System Generated Message #	Unique Message #	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**

System Generated Message #	Unique Message #	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**

<b>Plan Name: BMC HealthNet Plan</b>		
System Generated Message #	Unique Message #	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.
<b>Plan Name: Tufts Health Together</b>		
System Generated Message #	Unique Message #	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.

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### **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](mailto:providersupport@mahealth.net), or call 1-800-841-2900 (TTY: 1-800-497-4648).