



MassHealth
All Provider Bulletin 278
September 2018

TO: All Providers Participating in MassHealth
FROM: Daniel Tsai, Assistant Secretary for MassHealth DT
RE: **Change in Phone Number for Retroactive Medicare Recovery**

Summary

This bulletin transmits a new phone number that providers must use when inquiring about Retroactive Medicare Recovery status on behalf of MassHealth members. The new number is **(833) 251-2767**, and is effective immediately.

Reimbursement Procedure

Providers are required to exercise diligent efforts to properly bill Medicare before claiming reimbursement from MassHealth or they may be subject to liability for overpayments as determined by MassHealth (see 130 CMR 450.235 through 450.240). MassHealth is the payor of last resort (see 130 CMR 460.316 and 42 U.S.C. §1396a (a)(25)).

Inquiries related to Retroactive Medicare Recovery Demand Bill Notices or claim recoupment status may be directed to the MassHealth Retroactive Medicare Recovery Unit in any of the following ways.

- Call (833) 251-2767;
- Email your inquiry to TPLRecoveryFax@umassmed.edu;
- Fax your inquiry to (617) 886-8403; or
- Mail your inquiry to the MassHealth Retroactive Medicare Recovery Unit, UMMS-CHCF, 529 Main St., Suite 320, Charlestown, MA 02129

MassHealth Website

This bulletin is available on the MassHealth website at www.mass.gov/masshealth-provider-bulletins.

To sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, send a blank email to join-masshealth-provider-pubs@listserv.state.ma.us. No text in the body or subject line is needed.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at (800) 841-2900, email your inquiry to providersupport@mahealth.net, or fax your inquiry to (617) 988-8974.