***Commonwealth of Massachusetts***

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

## Office of Medicaid

*www.mass.gov/masshealth*

**MassHealth**

**All Provider Bulletin 278**

**September 2018**

**TO:** All Providers Participating in MassHealth

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

**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](mailto: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 websiteat [www.mass.gov/masshealth-provider-bulletins](http://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](Mailto: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](mailto:providersupport@mahealth.net), or fax your inquiry to (617) 988‑8974.

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