



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
All Provider Bulletin 284
March 2019

TO: All Providers Participating in MassHealth
FROM: Daniel Tsai, Assistant Secretary for MassHealth
RE: **Technical Refresh Project**

Overview

MassHealth is conducting a Technical Refresh of the MassHealth Medicaid Management Information System (MMIS) to replace its HIPAA compliance and translator tool. This technical refresh will be phased in through March 2020. The tool is used to validate HIPAA compliance and translate the HIPAA compliant transactions to an XML format so that they can be processed within MassHealth's MMIS. All HIPAA transactions (inbound/outbound) processed through MassHealth's MMIS will be affected by this technical refresh. All trading partners who submit or receive HIPAA transactions directly to/from MassHealth will be affected by this change.

Direct Data Entry (DDE) and paper submissions are not affected by the technical refresh. Pharmacy and dental claims that are processed by the Pharmacy Online Processing Systems (POPS) and DentaQuest respectively are also not affected by the MassHealth MMIS Technical Refresh.

MassHealth will implement the new HIPAA translator in two phases:

Phase 1 – September 2019 (270/271, 820, 834)

Phase 2 – March 2020 (837P, 837I, 835, 276/277)

HIPAA Companion Guides

MassHealth has updated its HIPAA companion guides to reflect the changes required by the new translator. The updated companion guides can be found at <https://www.mass.gov/info-details/technical-refresh-companion-guides>. MassHealth strongly encourages all trading partners to review the updated companion guides to determine if there is any impact to their systems. MassHealth may make additional updates to the companion guides once the agency completes internal testing of the new translator.

Trading partners should evaluate their systems immediately to confirm that they are aligned with modifications outlined in the initial version of the updated companion guides and ensure that systems are modified, as appropriate, to accommodate the changes. Do not wait until the final update of the companion guides is issued to begin to make any necessary changes.

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Trading Partner Testing

MassHealth strongly recommends that all trading partners who directly submit or receive HIPAA transactions to/from MassHealth test compliance for each transaction type utilized during the appropriate testing timeline:

Phase 1 (270/271, 820, 834): 7/29 – 9/20/19

Phase 2 (837P, 837I, 835, 276/277): 1/27 – 3/27/20

Please review the Technical Refresh Impact chart below and ensure that your systems comply with the changes outlined within the document. MassHealth strongly discourages trading partners from submitting redundant or excessive transactions for processing. Only transactions that directly support services that have or will be provided directly to MassHealth members should be submitted.

If you use a billing intermediary, software vendor, or clearinghouse to process HIPAA transactions please outreach to them to confirm their awareness, and readiness plans.

Providers who do not directly submit or receive transactions to or from MassHealth do NOT need to test.

MassHealth Communications

MassHealth will keep trading partners informed of the status of the Technical Refresh project and testing timelines and activities via provider bulletin, banner and broadcast messages, information sessions, provider association forums, and trading partner testing forums (*providers, billing intermediaries, software vendors, and clearinghouses*).

Technical Refresh Schedule

The following chart outlines the complete trading partner testing and implementation schedule for the technical refresh project.

Phase	Affected Transactions	Expected Publication of Updated CG (after internal testing)	Trading Partner Testing Period	Implementation Date
1	270/271 820 834	June 2019	July 29 – September 20, 2019	September 30, 2019
2	276/277 835 837I 837P	November 2019	January 27 – March 27, 2020	March 30, 2020

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Current Impact to MassHealth HIPAA Transactions

The chart below outlines the current high-level impact to the HIPAA transaction. Please be sure to review the draft companion guide for detailed updates for each affected transaction.

Known Changes To Date	Provider Impact	270	271	837P	837I	835	276	277	834	820
Files submitted to MassHealth must contain the same ISA/IEA and GS/GE values with the exception of the date/time and control # data elements or the file will fail pre-compliance.	Ensure that all ISA/IEA and GS/GE values with the exception of the date/time and control # data elements in the same file are consistent or the transaction will be rejected.	X		X	X		X			
A TA1 will be issued for each error within the Interchange envelope.	Ensure that no envelope in the file contains an error otherwise the specific envelope will reject.	X		X	X		X			
A TA1 will no longer be issued for authorization failures.	MassHealth will outreach to the submitter to notify them of the failure; will provide file correction and resubmission instructions.	X		X	X		X			
All Transaction Set Control Numbers (ST02) in transactions submitted to MassHealth must be unique across all envelopes within a file.	Ensure that all ST02 segments are unique or the transaction will be rejected.	X		X	X		X			
ST/SE segments within transactions submitted to MassHealth must <u>not</u> contain more than 5,000 claims; segments that contain more than 5,000 claims will be rejected.	Large submitters, billing intermediaries, clearinghouses, and software vendors must ensure that transaction sets do not include more than 5,000 claims per ST/SE segment.			X	X					
Any file submitted to MassHealth greater than 16MB will be rejected in accordance with MassHealth's submission policy.	Continue to ensure that the files submitted to MassHealth are not larger than 16MB.	X		X	X		X			

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Current Impact to MassHealth HIPAA Transactions (cont.)

Known Changes To Date	Provider Impact	270	271	837P	837I	835	276	277	834	820
Updated MassHealth contact information (phone number, URL, etc.) that will be returned on applicable transactions. The coding of the PER segments has changed and one of the segments has been removed.	Please ensure that you update downstream systems that receive this information.		X			X				
For Physician Claims, the Type of Bill (TOB) will no longer be returned on the Claim Status response.	Please update downstream system processes that utilize this information.							X		

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.