



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

MassHealth
All Provider Bulletin 300
September 2020

TO: All Providers Participating in MassHealth

FROM: Amanda Cassel Kraft, Acting Medicaid Director

A handwritten signature in black ink, appearing to read "Amanda Cassel Kraft".

RE: Final Deadline Appeals Board Electronic Correspondence

Background

Pursuant to M.G.L. c. 118E § 38, MassHealth has established procedures for appealing claims that a provider believes were denied in error or underpaid. These procedures for submission and review of appeals and issuance of decisions by the Final Deadline Appeals Board are set forth in 130 CMR 450.323: *Appeals of Erroneously Denied or Underpaid Claims*.

Due to the COVID-19 emergency, as declared in the Governor's March 10, 2020, Declaration of a State of Emergency within the Commonwealth, the Final Deadline Appeals Board is adapting its methods for appeals-related correspondence to facilitate timely and secure communication with providers. This bulletin communicates these changes.

Electronic Correspondence

To facilitate timely and secure communication between providers and the Final Deadline Appeals Board, providers are requested to include an email address in the appeal form or cover letter submitted pursuant to 130 CMR 450.323(B)(1).

The Final Deadline Appeals Board will use the email address supplied by the provider on the appeal form or cover letter for all correspondence related to the appeal, including requests for additional information and the issuance of a written decision pursuant to 130 CMR 450.323(F), using a secure email system.

If a provider does not have an email address or if an email address is not provided on the appeal form or cover letter, the Final Deadline Appeals Board will issue all appeals-related correspondence, including the issuance of a written decision, via the United States Postal Service using the mailing address provided with the appeal request.

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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 questions or concerns 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, or contact the LTSS Service Center at (844) 368-5184 or support@masshealthtss.com.