



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

MassHealth
All Provider Bulletin 310
February 2021

TO: All Providers Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary for MassHealth

RE: Transportation for Members to Vaccination Sites for Coronavirus Disease 2019 (COVID-19) Vaccine Administration

Background

MassHealth covers the administration of COVID-19 vaccine for members in MassHealth Standard, CommonHealth, Family Assistance, CarePlus, and the Children's Medical Security Plan (CMSP). In addition, payment for COVID-19 vaccine administration for members with MassHealth Limited and individuals who are Health Safety Net (HSN) patients is available through the [HRSA Portal for Uninsured Individuals](#).

MassHealth also covers transportation to covered medical services for members in MassHealth Standard, CommonHealth, and CarePlus. MassHealth does not typically cover transportation to covered medical services for members in Family Assistance, the CMSP, or MassHealth Limited, or for individuals who are HSN patients. Transportation must typically be requested by a medical provider or certain other authorized individuals.

Under this bulletin, the Executive Office of Health and Human Services (EOHHS), through its Human Services Transportation (HST) brokers, will cover certain transportation services for the limited purpose of attending COVID-19 vaccine administration appointments for MassHealth members in Family Assistance, CMSP, and MassHealth Limited, as well as for individuals who are HSN patients. MassHealth will also allow these and other eligible individuals to directly request transportation services for this limited purpose.

Transportation for COVID-19 Vaccine Administration

Effective for dates of service on or after February 17, 2021, and notwithstanding any regulation to the contrary (including the applicable provisions of 130 CMR 450.105: *Coverage Types*), MassHealth members in Family Assistance, CMSP, and MassHealth Limited, as well as individuals who are HSN patients, may receive certain transportation services through HST's regional transportation brokers to vaccination sites listed on the Department of Public Health (DPH) COVID-19 vaccination locations web page at www.mass.gov/info-details/covid-19-vaccination-locations, or to the site of another appropriate medical provider eligible to administer the COVID-19 vaccine. To be eligible for these transportation services, such individuals must have an appointment for the administration of COVID-19 vaccine. MassHealth's Eligibility Verification System (EVS) will be updated to reflect the availability of these transportation services to these individuals.

Transportation services for MassHealth members in MassHealth Standard, CommonHealth, and CarePlus to COVID-19 vaccine administration appointments (including to any non-traditional sites listed on the [DPH COVID-19 vaccination locations web page](#)) and other covered medical services continue to be available.

MassHealth
All Provider Bulletin 310
February 2021
Page 2 of 3

Requesting Transportation to a Vaccination Site

With the exception of members enrolled in a Senior Care Options or One Care plan or in a Program of All-Inclusive Care for the Elderly (PACE), all individuals who are eligible for transportation services to COVID-19 vaccination appointments as described in this bulletin must receive approval from MassHealth for these transportation services.

Authorized providers, managed care representatives, and others currently authorized to request transportation services under 130 CMR 407.421(C): *Provider Request for Transportation* are encouraged to submit provider requests for transportation (PT-1) forms for all individuals in their care authorized to receive transportation services for the purpose of attending COVID-19 vaccine administration appointments. These requests should be submitted via the Customer Web Portal (CWP) and must include a comment in the Notes Field that the transportation is to a COVID-19 vaccination site, and include the address if the site is not listed on the [DPH COVID-19 vaccination locations website](#).

However, notwithstanding any provision to the contrary in 130 CMR 407.421: *Authorization for Transportation* or otherwise, the following individuals may also directly request transportation services for the purpose of an eligible individual attending a COVID-19 vaccine administration appointment:

1. An eligible MassHealth member or HSN patient, their family member, caregiver, or Authorized Representative;
2. A Certified Application Counselor (CAC);
3. A representative of the member's health care provider; or
4. An individual on the member's care team, such as a care coordinator at an Aging Services Access Point (ASAP) or Community Partner representative.

These requests can be made by contacting the MassHealth Customer Service Center (CSC) at (800) 841-2900, and following the prompts for “transportation to a vaccine appointment.” MassHealth customer service representatives (CSRs) can then provide a verbal authorization for transportation and create a PT-1 request manually. The following information is necessary for the CSRs to initiate a manual PT-1 authorization:

1. MassHealth ID number;
2. Vaccination site location/address;
3. Date and time of vaccine administration appointment;
4. Origin location/address; and
5. Phone number and/or email address.

Members enrolled in a Senior Care Options or One Care Plan or in PACE will continue to request and receive transportation service through their health plan or PACE program.

An FAQ about MassHealth coverage for transportation to COVID vaccine appointments can be found at www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-providers#guidance-for-all-providers-.

**MassHealth
All Provider Bulletin 310
February 2021
Page 3 of 3**

Billing Information for HST Regional Transportation Brokers

For transportation services provided for COVID-19 vaccine administration appointments to MassHealth members in Family Assistance, CMSP, and MassHealth Limited, as well as for individuals who are HSN patients, and/or in instances where a MassHealth CSR has authorized and manually created a PT-1 authorization for transportation services provided to COVID-19 vaccine administration appointments for any eligible individuals (designated by a notation of “MassHealth” as the authorizing provider on the PT-1), HST brokers must submit claims with informational modifier U7 for all vaccine administration trips/appointments. The HST Office may issue further billing guidance directly to the HST brokers.

MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

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 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.

For LTSS Providers

The MassHealth LTSS Provider Service Center is open from 8 a.m. to 6 p.m. ET, Monday through Friday, excluding holidays. LTSS Providers should direct questions about this bulletin or other MassHealth LTSS Provider questions to the LTSS Third Party Administrator (TPA) as follows:

Method	Contact Information for MassHealth LTSS Provider Service Center
Phone	Toll-free (844) 368-5184
Email	support@masshealthltss.com
Portal	MassHealthLTSS.com
Mail	MassHealth LTSS PO Box 159108 Boston, MA 02215
Fax	(888) 832-3006
LTSS Provider Portal	Trainings, general Information, and future enhancements will be available at www.MassHealthLTSS.com .