



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

MassHealth
All Provider Bulletin 324
September 2021

TO: All Providers Participating in MassHealth

FROM: Amanda Cassel Kraft, Acting Assistant Secretary for MassHealth

RE: Temporary Extension of Telehealth Policy Described in All Provider Bulletin 314 through October 15, 2021

Background, Overview, and Applicability

Through [All Provider Bulletin 314](#), MassHealth announced that it would maintain the agency's telehealth policy through the date that is 90 days after the termination of the Governor's March 10, 2020, declaration of a state of emergency in the Commonwealth due to the Coronavirus disease 2019 (COVID-19) outbreak. The Governor terminated his declaration of a state of emergency effective June 15, 2021. Therefore, All Provider Bulletin 314 effectively extended MassHealth's emergency telehealth policy until September 13, 2021. All Provider Bulletin 314 further explained that MassHealth would issue additional guidance on telehealth that would (1) identify the expiration date of the policy set forth in All Provider Bulletin 314 and (2) describe MassHealth's successor telehealth policy. This bulletin provides interim guidance, extending the policy described in All Provider Bulletin 314 through October 15, 2021. MassHealth anticipates publishing additional guidance that describes MassHealth's successor telehealth policy in the coming days.

This bulletin applies to members enrolled in MassHealth fee-for-service, the Primary Care Clinician (PCC) plan, or a Primary Care Accountable Care Organization (ACO). Information about coverage through MassHealth Managed Care Entities (MCEs) and the Program for All-inclusive Care for the Elderly (PACE) will be issued in a forthcoming MCE bulletin.

Important Note: Although MassHealth allows reimbursement for the delivery of certain services through telehealth as described in this bulletin and All Provider Bulletin 314, MassHealth does not require providers to deliver services via telehealth. Pursuant to M.G.L. c. 118E, § 79(d), MassHealth members have a choice to decline to receive services via telehealth in order to receive such services in person.

Extension of Telehealth Policy Described in All Provider Bulletin 314 through October 15, 2021

As explained above, through this bulletin, MassHealth is extending the policy described in All Provider Bulletin 314 through October 15, 2021. Providers rendering services via telehealth on or before October 15, 2021, must do so in accordance with All Provider Bulletin 314.

Additional Information

For the latest Massachusetts-specific information, visit www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19. The latest Centers for Disease Control and Prevention (CDC) guidance for health care professionals is available at www.cdc.gov/coronavirus/2019-ncov/hcp/index.html.

MassHealth Website

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

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Questions

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Email: support@masshealthtss.com

Portal: MassHealthLTSS.com

Mail: MassHealth LTSS, PO Box 159108, Boston, MA 02215

Fax: (888) 832-3006

All Other Provider Types

Phone: (800) 841-2900; TTY: (800) 497-4648

Email: providersupport@mahealth.net

Fax: (617) 988-8974