



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

All Provider Bulletin 391

DATE: June 2024

TO: All Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: Updates to the Implementation of Ordering, Referring, and Prescribing Requirements - Corrected

Overview

[ALL 361](#), [ALL 376](#), and [ALL 380](#) announced the start dates for enforcing the ordering, referring, and prescribing (ORP) requirements. With the exception of the information in this bulletin, all information in ALL 361, ALL 376, and ALL 380 remains in effect.

Opportunity for payment of MMIS claims initially suspended due to unenrolled ORP provider

As described in ALL 376, billing providers should take certain steps to avoid claim denials due to unenrolled ORP providers.

If a claim processed by the Medicaid Management Information System (MMIS) includes an unenrolled or unauthorized ORP provider **on or after June 9, 2024**, the claim will be placed in suspense status. The claims system will continue to check to see if the ORP provider has enrolled with MassHealth for up to 90 days after the first date of service on the claim. Once the ORP provider is enrolled, the claim will then be payable. This will allow billing providers time to follow the steps related to unenrolled ORP providers outlined in ALL 376. If the ORP provider is not enrolled by 90 days from the first date of service on the claim, the claim will be denied.

Also, effective June 9, 2024, billing providers can resubmit claims processed by MMIS that were previously denied due to an unenrolled or unauthorized ORP provider if the first date of service on the claim is no earlier than September 1, 2023. If the ORP provider is enrolled with MassHealth within 90 days of the first date of service on the claim, the claim will be payable.

Overrides are available for pharmacy claims processed through the Pharmacy Online Processing System denied due to an unenrolled prescriber

For dates of service **on or after May 1, 2024**, pharmacists can request an override of denials related to these requirements for claims processed through the Pharmacy Online Processing

System (POPS) if necessary for the member to receive medication. The process to submit an override request was described in [Pharmacy Facts 226](#), published on April 22, 2024.

MassHealth Website

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

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

Questions

If you have questions about the information in this bulletin, please contact:

Long-Term Services and Supports

Phone: (844) 368-5184 (toll free)

Email: support@masshealthltss.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, TDD/TTY: 711

Email: provider@masshealthquestions.com

 [MassHealth on Facebook](#)  [MassHealth on X \(Twitter\)](#)  [MassHealth on YouTube](#)