



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

All Provider Bulletin 394

DATE: August 16, 2024

TO: All Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Continued Access to Care for MassHealth Members Impacted by the Closing of Carney Hospital and Nashoba Valley Medical Center**

Background

Following the forthcoming closures of Carney Hospital and Nashoba Valley Medical Center, MassHealth and the Executive Office of Health and Human Services (EOHHS) are committed to the following.

- Ensuring that MassHealth members continue to have access to care
- Supporting members and providers impacted by the closures
- Monitoring the continued impact of the closures on the availability of services

We may update the timelines during which MassHealth expects to grant the flexibilities identified in this bulletin.

Assisting Members with Continued Access to Care

MassHealth members in the MassHealth fee-for-service network or in the Primary Care Clinician (PCC) Plan who are impacted by the closures of Carney Hospital and Nashoba Valley Medical Center can find alternative providers. These include, but are not limited to, alternative primary care, urgent care, specialty care, and other outpatient services providers. Members can use the [MassHealth Provider Directory](#) and can contact customer service at (800) 841-2900; TTD/TTY 711 for more information. The closures are not expected to impact access to primary care providers for members in the PCC Plan.

MassHealth members in a Primary Care Accountable Care Organization (PCACO) who are impacted by the closures of Carney Hospital and Nashoba Valley Medical Center may seek assistance as outlined in the paragraph above and may also reach out to their PCACO for assistance. PCACOs must provide clear information about the closures on their websites. EOHHS also expects PCACOs to have telephone lines staffed with trained employees who can provide clear information about how to identify access to alternative providers for care. This includes, but is not limited to, the following.

- Primary care

- Urgent care
- Specialty care
- Other outpatient services

PCACOs must also be prepared to help impacted members find alternative providers who are available to schedule appointments and administer care.

Prior Authorization and Pre-Admission Screening Flexibilities

For 60 days after the issuance of this bulletin, MassHealth will transfer prior authorizations and pre-admission screenings for any previously approved surgeries, procedures, and behavioral health or non-behavioral health admissions at Carney Hospital and Nashoba Valley Medical Center that need to be transferred to another facility.

Expedited Credentialing Process

To meet the challenges that may arise as healthcare providers at Carney Hospital and Nashoba Valley Medical Center look to join other healthcare systems, MassHealth will expedite any necessary credentialing for all healthcare providers who worked at Carney Hospital or Nashoba Valley Medical Center during 2024 and are seeking to join other hospitals or provider systems or are seeking to modify the provider's MassHealth provider enrollment information.

In establishing these policies to ensure expeditious credentialing, MassHealth will continue to follow the enrollment requirements set forth in applicable MassHealth regulations, including but not limited to [130 CMR 450.000: Administrative and Billing Regulations](#). MassHealth will also continue to follow the standards set forth by the National Committee for Quality Assurance (NCQA) and the Massachusetts Board of Registration in Medicine.

Additional Information

Updates about changes to Steward's health care delivery system can be found by contacting the Department of Public Health at (833) 305-2070 or visiting www.mass.gov/info-details/steward-health-care-resources.

MassHealth Website

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

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Questions?

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

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All Other Provider Types

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