

### Commonwealth of Massachusetts Executive Office of Health and Human Services Office of Medicaid

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www.mass.gov/masshealth

# All Provider Bulletin 411

**DATE:** October 2025

**TO:** All Providers Participating in MassHealth

FROM: Mike Levine, Undersecretary for MassHealth

**RE:** Documentation Required for Review of Unlisted CPT Codes

### **Purpose**

This bulletin instructs providers on how to submit documentation for unlisted current procedural terminology (CPT) codes that require review. To streamline the review of claims with unlisted CPT codes that require manual pricing, providers should submit relevant medical records, along with the completed Unlisted CPT Code Form. When submitting a claim with an unlisted CPT code, providers must follow the instructions of this bulletin.

## **Documentation and Billing Instructions**

Unlisted codes should be used only when there is no CPT code that applies to the procedure in the existing code set. When submitting a claim with an unlisted CPT code, providers must submit the following documentation:

- Unlisted CPT Code Form at the download section of <u>www.mass.gov/how-to/submit-</u> claims and
- Medical records supporting unlisted code(s) billed.

The documentation submitted must support the rationale behind using an unlisted CPT code and describe the nature and medical necessity of the procedure performed. Providers must describe the procedure and why it doesn't meet the requirements to bill an existing CPT code. Include an explanation of the procedure, the benefit or need for performing the service as it was done, time, effort, complexity, and any other pertinent information.

Instructions for claim submission can be found under Claim Submissions at the <u>Provider Online Service Center</u>. Providers must continue to follow these instructions when submitting claims and uploading supporting medical records. Use delay reason code 11 so your claim will suspend for review. If you don't submit the Unlisted CPT Code Form, the required documentation, and use delay reason code 11, your claim will be denied.

#### **MassHealth Website**

This bulletin is on the MassHealth Provider Bulletins web page.

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## **Questions?**

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

### **Long-Term Services and Supports**

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Email: <a href="mailto:support@masshealthltss.com">support@masshealthltss.com</a>

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

