



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 which you can find at www.mass.gov/lists/masshealth-provider-forms-used-by-multiple-provider-types-q-z#unlisted-cpt-code-form- 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 [Provider Online Service Center](#). 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

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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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