



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid, Health Safety Net  
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[www.mass.gov/eohhs](http://www.mass.gov/eohhs)

**August 2024**

**Billing Update HSN-ALL BU-10 revised**

### Cybersecurity Attack

HSN sent out a notice in February 2024 regarding the cybersecurity attack impacting Change Healthcare. To ensure the safety and security for any HSN facility that has granted Change HealthCare access to perform INET functions, HSN has deactivated accessibility due to the potential cybersecurity attack at Change Healthcare—a subsidiary of United Health Group. Therefore, this contact permission is no longer active within INET. Please ensure that your staff/facility has the necessary access to perform such functions in lieu of this Billing Intermediary.

If your facility does not have the necessary access to perform the INET functions, please reach out to the HSN Help Desk at 1-800-609-7232. We apologize for any inconvenience this may cause.

As a best business practice, HSN would like to remind facilities that any facility utilizing a billing company or billing intermediary to submit 837 files to MH/HSN, your facility may want to consider submitting electronic 837 files/claims directly as an alternative method when issues arise. This alternative, direct submission of electronic 837 files/claims during a crisis will alleviate an increase in your Accounts Receivable as well as submitting a request for an HSN billing waiver.

If your facility would like to implement direct claims submissions as an alternative method, please fill out the necessary document - [HSN User Agreement](#) and forward to the [hsnhelpdesk@massmail.state.ma.us](mailto:hsnhelpdesk@massmail.state.ma.us).

In addition, your facility will need to reach out to MH EDI at [edi@mahealth.net](mailto:edi@mahealth.net) to update/add your facility claims submission status.

### Pharmacy Remits

HSN has identified an internal issue where some POPS payments were not included within the HSN remits. While HSN is working on rectifying the issue, the expectation is that the October/ November remits will include such payments. For facilities who utilize Billing Intermediaries, please notify your BI that the HSN POPS remit for October/ November may be larger than normal.

## Recent MMIS Code Resweeps

The following codes were inappropriately denied in MMIS as a non-covered procedure code for the Health Safety Net benefit plan(s). The following codes have recently reprocessed in MMIS for adjudication and potential adjudication/payment through the Health Safety Net payment systems

- 90671 (For Dates of Services through 1/1/2023)
- 90677 (For Dates of Services through 1/1/2023)
- 19325 (For Dates of Services through 1/1/2023- Hospital Only Claims)
- 49591 (For Dates of Services through 1/1/2023- Hospital Only Claims)
- 73522 (For Dates of Services through 1/1/2023- Hospital Only Claims)
- 95708 (For Dates of Services through 1/1/2023- Hospital Only Claims)
- G2066 (For Dates of Services through 1/1/2023- Hospital Only Claims)

## Telehealth Coverage

HSN will continue to accept telehealth claims for enrolled providers to deliver a broad range of HSN-covered services via telehealth. HSN will reimburse for such services at parity with their in-person counterparts, including services provided through live-video, audio-only, or asynchronous visits that otherwise meet billing criteria, including use of required modifiers. HSN's telehealth policy mirrors the policy set forth through MassHealth ALL Provider Bulletin 374: [MASSHEALTH ALL PROV 374](#)

## HPV Vaccine Code 90651

HSN has aligned with MassHealth's policy to cover the HPV Vaccine for individuals aged 19-45. For children under 19, this vaccine is available free of charge through the Massachusetts Immunization Program.

## Resweeping for Code 99211

Claims billed with Procedure code 99211 were inappropriately paid at a \$0.00 rate for Community Health Center providers in the Health Safety Net system. HSN has identified impacted claims and will reprocess these claims in the HSN system for payment at the PPS rate in the September remits.

## Inpatient DRG Being Denied

Inpatient claims that were billed with a valid DRG continue to be priced at the National Average Payment. Claims that were billed without a valid DRG have been priced at zero. Any claims priced at zero because of a non-valid DRG and wishing to resubmit to the NAP can do so by resubmitting the claim with a Type of Bill code 07. All claims will be reprocessed and repriced once the HSN grouper transition is complete.

**For any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at [HSNHelpdesk@state.ma.us](mailto:HSNHelpdesk@state.ma.us).**