



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

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FY23 Interim Payments

Due to the implementation of a new claims database system, the Health Safety Net will be sending calculated Interim Payments to facilities beginning in October 2022 (HFY2023). These interim payment period will be subject to monthly HSN reviews for accuracy and necessity. HSN will post to INET individual remits for each month beginning in October. HSN will post each month to assist facilities who require information for fiscal closing reasons. Some individual month postings may be delayed from the usual posting schedule, but individual monthly remits will be posted. A notification will be sent out each month the remits are available for download in INET.

During the ongoing interim payment period, your facility will still be receiving interim payments. Your remit will be based on actual claims data and will not reconcile to the interim payment you are receiving. At the end of any interim payment period, HSN will post 2 remits. One remit will be a consolidated summary of all the months in the interim payment period remits. The second remit will contain only those claims that are processed for the payment in the current month.

Individual Facilities will, at their own discretion, choose to post using one of the two methods described:

- A. Continue to post remits monthly and ignore the summarized remit containing the months accrued during the interim payment period
- B. Use the summarized Remit to post for the interim payment period when that remit becomes available.



Facilities should choose one method that is best for their facility. HSN Emphasizes: PLEASE DO NOT DOUBLE POST BY IMPLEMENTING BOTH ABOVE MENTIONED METHODS

Please note that provider's billing staffs have received the above notice as well and may be contacting the finance staffs of their individual facilities with questions about interim payment and posted remits.

HSN will communicate any remit delays or issues during the interim payment period. Provider questions should be directed to the HSN help desk at hsnhelpdesk@state.ma.us or 1-800-609-7232.

Fiscal Year (FY) 2020 Closing

Providers are reminded that Fiscal Year 2020 will be closing on September 30, 2022. Any claims or corrections for FY20 must be completed before the fiscal year is closed. Any claims submitted for processing after FY 2020 closes will be denied by the Health Safety Net (HSN) for submitting after the fiscal year closure date.

Health Resources and Services Administration HRSA

The Uninsured Program has released the following information and has stopped accepting claims for testing and treatment due to lack of sufficient funds.

Confirmation of receipt of your claim submission to HRSA does not mean that the claim will be paid. No claims submitted after March 22, 2022 at 11:59 pm ET for testing or treatment will be processed for adjudication/payment.

On April 5, 2022 at 11:59 pm ET, the Uninsured Program also stopped accepting vaccination claims due to a lack of sufficient funds.

As such, HSN would like to remind providers to verify eligibility on the Provider Online Service Center as the Health Safety Net will reimburse for allowable COVID-19 testing, treatment, and vaccine services that were not reimbursed through HRSA subject to all limitations described in 101 CMR 613.000 and 614.00. [Providers are urged to review All Provider Bulletin 342 for additional information concerning this issue.](#)

How does one become HSN eligible?

Patients can be found HSN eligible one of two ways:

Submit a completed MassHealth/Health Safety Net/Children's Medical Security Plan [Health Services application](#) through MA Health Connector.

Eligible patients must meet the following criteria:

- Resident of Massachusetts;
- Gross Income equal to or less than 300% Federal Poverty Level (FPL)

Through a "special circumstance" process:

- [Medical Hardship](#)
- [Bad Debt](#)
- Confidential Minor
- Domestic Violence

[INET Login](#)

[INET User Agreement](#)

[INET Business Partner Security Agreement](#)

What are Health Safety Net Confidential Services?

As established in 101 CMR 613.04(03), the Health Safety Net Office reimburses medically necessary Confidential Minor, Family Planning, and Domestic Violence services.

Request for confidential services must be made through the Health Safety Net's INET Portal. Please use the following link for additional information and to log-in the INET system:

HSN's Massachusetts Health Care Training Forum Presentation – July 2022

[July 2022 - Health Safety Net Massachusetts Training Forum](#)

HSN Secondary/Tertiary Claims: Applies to 837I and 837P Claims

For HSN to process payments on secondary or tertiary claims, HSN requires that the Remaining Patient Liability Amount (EAF) and Patient Responsibility (PR) segments are captured within the 837 files. Note that if the EAF segment(s) contain \$0 on any line, no HSN payment will be produced. HSN also requires that the EAF amount equals the PR segments included on each claim. Failure to include both PR and EAF amounts that are equal will result in a \$0 or null payment on the payment remittance.

Billing Intermediaries / Billing Companies and HSN Communications:

Facilities that have signed contracts with billing intermediaries and/or billing companies for submitting HSN claims should ensure that the provider/facility is included on written documentation, as well as included on requests for HSN conference calls. Facilities have notified HSN on several occasions that their claim denials have increased due to claim/system changes incorporated by their billing company/intermediary.

The HSN Helpdesk will assist billing intermediaries / billing companies with claim status after the facility has confirmed that the claim(s) are listed as “paid” on MassHealth’s 835. If the claim(s) denied on the 835 reports, MassHealth should be contacted for further assistance at 800-841-2900. In addition, billing intermediaries / billing companies should refer to the HSN Validation Report (aka edit / denial report) which may be downloaded from HSN’s INET secure portal to evaluate claim status within HSN. The HSN Helpdesk will redirect companies back to the provider/facility when following claim information is not available:

TCN (patient account number)

ICN

DOS

Claim Type (I or P)

Documentation to be Sent to the HSN Helpdesk

Going forward, all facilities that send HSN documentation to the HSN Helpdesk (i.e., User Agreement, Business Partner Agreement, etc.) are now required to scan these documents and send via email to HSNHelpdesk@state.ma.us. Thank you for your cooperation.

If any HSN provider has 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.