



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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Billing claims for COVID-19 Services rendered to uninsured

During the COVID-19 public health emergency, COVID-19 testing and treatment services provided to an individual who is eligible for Health Safety Net (HSN) only and who does not have any coverage (including MassHealth Limited), should be billed to the federal portal (<https://www.hrsa.gov/coviduninsuredclaim>).

COVID-19 testing and treatment services provided to an individual who is a MassHealth Limited patient, (HSN wrap), should be billed to MassHealth. It has been identified that providers have received denials regarding their MH Limited/HSN claims. MassHealth has identified and reprocessed claims which inappropriately denied.

If your facility has questions pertaining to COVID-19 billing or questions regarding MassHealth claim denials, please contact the MH Customer Service Center at (800) 841-2900 or ProviderSupport@mahealth.net

