

Billing Intermediary Setup Instructions

Adding or Changing Billing Intermediary

Health Safety Net facilities (i.e. acute hospitals / community health centers) adding or changing a billing intermediary will need to contact both the Health Safety Net as well as Mass Health EDI, as collaboration with both agencies is required.

Please refer to the steps below:

MassHealth EDI Enrollment

Providers are responsible for contacting MassHealth by emailing EDI@masshealth.net with the following information to enable setup or changing their billing intermediary.

A request containing the following information should be submitted on the provider's letterhead:

- MassHealth Provider ID / Service Location (PID/SL)
- National Provider ID (NPI) Number
- Vendor Name
- Vendor's MassHealth Submitter ID (PID/SL) if sending and receiving transactions through a Billing Intermediary / Clearinghouse
- Signature with printed / typed name
- Brief explanation of the request with the type of transactions specified

Providers may either scan or email the letter to EDI@MAHealth.net or fax it to 617-988-8971.

Once MassHealth receives the requested information, your MassHealth EDI Enrollment request will be processed.

Health Safety Net (HSN) Enrollment

HSN requires the provider (acute hospitals / community health centers) to ensure that the Billing Intermediary has filled out the HSN Business Partner Security Agreement along with the INET User Agreement. These documents are found on the HSN website: <https://www.mass.gov/service-details/learn-about-hsn-inet>.

If a provider is going to use a Billing Intermediary (BI), HSN's Business Partner Security Agreement will need to be completed and signed by both the Billing Intermediary (BI) and the Provider. By signing the Business Agreement, the Provider is acknowledging that they are giving permission to the Billing Intermediary to act as their parent filer and to submit claims on their behalf. This agreement form is found at the following link:

<https://www.mass.gov/files/documents/2016/07/uo/hsn-business-partner-security-agreement.pdf>

The completed Business Partner Security Agreement with two signatures should be scanned and submitted directly by the provider to HSNHelpDesk@state.ma.us. The provider must inform HSN of the claim type (i.e. 837I / 837P) that will be filed, and the effective date of the setup request.

HSN staff will set up the Billing Intermediary under the provider as a submitter after the appropriate agreement is received. These permissions are set up in our contact management system. If this

arrangement is not set up in the system, the Billing Intermediary will not be able to submit claim files for the given provider.

HSN INET User Agreement:

The HSN INET User Agreement needs to be filled out by the billing intermediary listing the employee(s) who will be logging into INET to retrieve various HSN reports, i.e. Validation / Denial Reports.

The User Agreement is found at: <https://www.mass.gov/service-details/learn-about-hsn-inet> .

This user agreement should be signed by a manager who works at the client provider facility acknowledging the granting of the permission to obtain confidential access.

Once forms have been completed, the facility should forward such forms to the HSN Helpdesk at HSNHelpDesk@MassMail.State.MA.US.

If you have any questions or need additional HSN support, please contact the HSN Helpdesk at HSNHelpDesk@MassMail.State.MA.US or 800-609-7232.

General Health Safety Net Claims Processing Information for Billing Intermediaries:

All HSN claims are submitted to the Health Safety Net through the MassHealth Provider Online Service Center.

<https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf> .

Submitted claims are initially processed by MassHealth, and then a file is sent to the Health Safety Net for additional payment processing. Note that errors related to any HSN claims that deny at MassHealth can be found on the MassHealth 835 reports and the MassHealth EOBs which are available to providers. However, for any claims that pass at MassHealth but deny at HSN, providers should use the HSN Validation / Denial Reports that are found on the HSN INET secure portal to enable claims errors to be addressed and corrected.

The billing intermediary must agree to download HSN Validation/Denial Reports on behalf of the provider, and must also agree to distribute denial-related report contents to their clients. Providers using billing intermediaries must note that the provider itself will no longer be able to download Validation / Claim Denial Reports. If providers have any issues or questions regarding these denial reports, they should contact their billing intermediary directly for assistance.

Agency Contact Information:

For additional questions / communications:

- For MassHealth EDI-related support, please contact the MassHealth Customer Service Center at EDI@MAHealth.net or 800-841-2900.
- The Health Safety Net Help Desk can be reached at HSNHelpDesk@state.ma.us or at 800-609-7232.