



Legal Advocates: Requesting a Case File for a MassHealth LTSS Prior Authorization

Prior to requesting a case file, it is important to identify the decision maker for the specific LTSS service, which varies based on the LTSS service and the member's program enrollment. See Table 1 below for information on the Service Decision Makers for each LTSS Service, so Legal Advocates can direct requests for case files to the appropriate decision maker.¹

Table 1: Service Decision Maker

LTSS Service	Fee for Service; PCC Plan, Primary Care ACO Plans	OneCare/SCO or PACE Plans	MCO/ACO Partnership Plans (ACO PP)
Adult Foster Care (AFC)	Optum	OneCare/SCO/PACE	Optum
Personal Care (PCA)	Optum	OneCare/SCO/PACE	Optum
Adult Day Health (ADH)	Optum	OneCare/SCO/PACE	Optum
Home Health Agency	Optum	OneCare/SCO/PACE	MCO/ACO PP
Durable Medical Equipment (DME)	Optum	OneCare/SCO/PACE	MCO/ACO PP
Prosthetics/Orthotics	Optum	OneCare/SCO/PACE	MCO/ACO PP
Therapies (PT, OT, ST)	Optum	OneCare/SCO/PACE	MCO/ACO PP
Oxygen/Respiratory Therapy	Optum	OneCare/SCO/PACE	MCO/ACO PP

The following options are available to assist Legal Advocates in acquiring Long-Term Support Services (LTSS) Prior Authorization Appeal Case Files for MassHealth members they represent. Members and representatives should follow the process described in Option 1. Option 2 can also be used by Legal Advocates if procurement of the case file is not available through the processes noted in Option 1.

Option 1: For MassHealth Member and/or Representative(s) for All LTSS Service Decision Makers

Requesting the Case File if the appeal has been filed

Members and their representative(s) have the right to review the case file before the hearing. **Please note:** All appellants and confirmed representatives will automatically receive a copy of the case file approximately 10 calendar days prior to the hearing, once it has been scheduled.

If the appeal is scheduled, the member and representative **do not** need to request the case file

- ⇒ A copy will be sent to the member by overnight mail approximately 10 calendar days before the scheduled hearing date. Packets will require a signature for delivery, so they will not be sent to a P.O. Box address.
- ⇒ If the Board of Hearings notice shows an Appeal Representative for the member, a case file will also be sent to the representative.

Requests to review the case file **prior to** the hearing being scheduled

- ⇒ Call MassHealth Customer Service at (800) 841-2900, TTY: (800) 497-4648 (for people who are deaf, hard of hearing, or speech disabled).

If the member would like MassHealth to share their records with another person or organization

¹ Optum does not make decisions for LTSS that are only available as enhanced services under Home and Community Based Waiver pursuant to 130 CMR 519.007. Optum is also not involved in authorizing services for continuous skilled nursing services (CSN) pursuant to 130 CMR 403.420 and 403.414 (Home Health Agency CSN and Complex Care) and 130 CMR 414.408 and 414.411 (Independent Nurse CSN and Complex Care).



- ⇒ The member must complete the MassHealth “Permission to Share Information Form”, which can be found on the mass.gov website at <https://www.mass.gov/service-details/masshealth-member-forms>.

Requesting the Case File if no appeal has been filed or before an appeal has been filed

- ⇒ Follow the instructions at <https://www.mass.gov/service-details/masshealth-personal-records-request> about how to make a request through the MassHealth Privacy Office.

Option 2: For Legal Advocates when Optum is the LTSS Service Decision Maker

Requesting a Case File or Record Request for a MassHealth LTSS Prior Authorization

- ⇒ In addition to contacting MassHealth Customer Service at 800-841-2900, requests by **Legal Advocates** can also be made directly to Optum at the MassHealth LTSS Provider Service Center:
- **Email:** support@masshealthltss.com
 - **Telephone:** 844-368-5184
 - **Fax:** 888-832-3006
 - **Mailing address:** MassHealth LTSS, PO Box 159108, Boston, MA 02215

All requests must be supplemented by a release form signed by the appellant such as the MassHealth Permission to Share Information (PSI) form found at <https://www.mass.gov/service-details/masshealth-member-forms>.

In addition to contacting Optum to request a Case File or Record Request, a Legal Advocate may also request to speak with an Optum appeal representative prior to a hearing using the contact options above. A pre-hearing discussion is available to give the Legal Advocate opportunity to ask questions on applicable case documentation and to provide Optum with updates on the case, such as:

1. New or additional documentation supporting medical necessity for the requested service or product
- OR**
2. A noted error in calculations by the provider and/or Optum that could affect the appeal decision.

When requesting a pre-hearing discussion, please include the following information:

- ⇒ The Appeal Number
- ⇒ Contact information for the requesting Legal Advocate
- ⇒ Short summary of the reason to communicate outside of the scheduled hearing