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MassHealth

Transmittal Letter CBHC-2

November 2023

**TO:**  Community Behavioral Health Centers Participating in MassHealth

**FROM:** Mike Levine, Assistant Secretary for MassHealth [signature of Mike Levine]

**RE:** *Community Behavioral Health Center (CBHC)* *Manual* (New Appendix D)

This letter transmits a new Appendix D for the *CBHC Manual*. Appendix D contains billing instructions for claims submitted for dually eligible (Medicare/MassHealth) members receiving behavioral health services provided by clinicians who are not Medicare-certified providers. For the purposes of these instructions, only clinicians who do not meet Medicare’s clinical criteria are considered noncertified. These instructions do not apply to providers who meet Medicare clinical criteria but do not participate in Medicare (see MassHealth regulations (130 CMR 450.316 D) for other insurance participation requirements. The new Appendix D is effective **January 3, 2023**.

These procedures should be used only in circumstances where Medicare won't reimburse the cost of behavioral health services provided by a clinician who isn't certified by Medicare. Providers must continue to bill Medicare for all services provided by a certified Medicare provider before billing MassHealth. Providers must retain the documentation that supports services performed by a Medicare noncertified clinician in their records for auditing purposes.

MassHealth requires all claims to be submitted in an electronic format unless the provider has received an approved electronic claim submission waiver. See [All Provider Bulletin 217](https://www.mass.gov/doc/all-provider-bulletin-217-waiver-policy-for-claim-submissions/download).

**MassHealth Website**

This transmittal letter and attached pages are available on the MassHealth website at [www.mass.gov/masshealth-transmittal-letters](http://www.mass.gov/masshealth-transmittal-letters).

[Sign up](https://www.mass.gov/forms/email-notifications-for-masshealth-provider-bulletins-and-transmittal-letters) to receive email alerts when MassHealth issues new transmittal letters and provider bulletins.

**Questions**

If you have any questions about this transmittal letter, please contact MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 or email your inquiry to [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com).

NEW MATERIAL

(The pages listed here contain new or revised language.)

Community Behavioral Health Center Manual

Pages vi and D-1 through D-4

OBSOLETE MATERIAL

(The pages listed here are no longer in effect.)

Home Health Agency Manual

Page vi — transmitted by Transmittal Letter CBHC-1

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| --- | --- | --- |
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**Supplemental Instructions for Services Provided by**

**Medicare Noncertified Clinicians**

This appendix contains supplemental billing instructions for claims submitted for dually eligible (Medicare/MassHealth) members receiving behavioral health services provided by clinicians who are not Medicare-certified providers. For the purposes of these instructions, only clinicians who do not meet Medicare’s clinical criteria are considered noncertified. These instructions do not apply to providers who meet Medicare clinical criteria but do not participate in Medicare (see MassHealth regulations (130 CMR 450.316 (D) for other insurance participation requirements.

This appendix contains specific MassHealth billing instructions that supplement the instructions found in the HIPAA 837P Implementation Guide and MassHealth 837P Companion Guide.

These procedures should be used only in circumstances where Medicare won't reimburse the cost of behavioral health services provided by a clinician who isn't certified by Medicare. Providers must continue to bill Medicare for all services provided by a certified Medicare provider before billing MassHealth. Providers must retain the documentation that supports services performed by a Medicare noncertified clinician in their records for auditing purposes.

MassHealth requires all claims to be submitted in an electronic format unless the provider has received an approved electronic claim submission waiver. See [All Provider Bulletin 217](https://www.mass.gov/doc/all-provider-bulletin-217-waiver-policy-for-claim-submissions/download).

**Third-Party Liability (TPL) Requirements**

To ensure that MassHealth is the payer of last resort, providers must make diligent efforts to get payment from other resources before billing MassHealth. See MassHealth regulations at 130 CMR 450.316.

**TPL Exception Criteria**

There are instances where clinicians who do not meet Medicare’s clinical criteria are deemed Medicare noncertified, and therefore cannot bill Medicare for their services. If these exceptions exist, follow the instructions outlined in this appendix for claim submission.

**Billing Instructions for 837P Transactions**

Providers must follow the HIPAA 837P Implementation Guide and the MassHealth 837P Companion Guide instructions. For services determined not to be covered by Medicare and that meet the TPL exception criteria for Medicare noncertified clinicians, complete the other payer loops in the 837P transactions as described in the following table.

| **Loop** | **Segment** | **Value** |
| --- | --- | --- |
| 2320 | SBR09 (Claim Filing Indicator) | MB |
| 2320 | AMT01 (Total Noncovered Amount Qualifier) | A8 |
| 2320 | AMT02 (Total Noncovered Amount) | The total noncovered amount must equal the total billed amount. |
| 2330B | NM109 (Other Payer Name) | 0085000 |

**Billing Instructions for Direct Data Entry (DDE)**

Providers must follow MassHealth billing guidelines. When submitting claims to MassHealth for services that are not covered by Medicare, and that meet the TPL exception criteria for Medicare noncertified clinicians, complete the coordination of benefits (COB) fields in the Provider Online Service Center (POSC) direct data entry (DDE) claim panels, as described in the following table.

On the Coordination of Benefits tab, click “New Item” and complete the fields as described below.

|  |  |
| --- | --- |
| **COB Detail Panel** | |
| **Field Name** | **Instructions** |
| Carrier Code | Enter 0085000. |
| Carrier Name | Enter Medicare B. |
| Remittance Date | Do not enter a remittance date. |
| Payer Claim Number | Enter 99. |
| Payer Responsibility | Select the appropriate code from the drop-down list. |
| COB Payer Paid Amount | Do not enter a COB payer paid amount. |
| Total Noncovered Amount | Enter the total billed amount. The total noncovered amount must equal the total billed amount. |
| Remaining Patient Liability | Do not enter any values. |
| Claim Filing Indicator | Enter MB. |
| Release of Information | Select the appropriate code from the drop-down list. |
| Assignment of Benefits | Select the appropriate code from the drop-down list. |

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| --- | --- |
| **COB Detail Panel** (cont.) | |
| **Field Name** | **Instructions** |
| Relationship to Subscriber | Select the appropriate code from the drop-down list. |
| Subscriber Information Panel | If you select “Relationship to Subscriber,” and it is “18–Self,” then click “Populate Subscriber.” The panel will fill the following data fields that have already been entered on the “Billing and Service” tab.   * Subscriber Last Name * Subscriber First Name * Subscriber Address * Subscriber City * Subscriber State * Subscriber Zip Code   If you select any other relationship-to-subscriber code, you must enter the following required fields.   * Subscriber Last Name * Subscriber First Name |
| Subscriber ID | Enter the Other Insurance Subscriber ID number. |

**Please Note:** Click “Add” to save the COB panel.

Do not enter COB data on the ‘List of COB Reasons’ panel in Procedure tab in POSC.

**MassHealth’s Right to Appeal**

MassHealth reserves the right to appeal any case that, in its determination, may meet the coverage criteria of an insurance carrier. Providers must, at MassHealth’s request, submit the claim and related clinical or service documentation to an insurance carrier if MassHealth determines that the provider’s submission is necessary for MassHealth to exercise its right to appeal.

**Questions**

If you have any questions, please go to [www.mass.gov/info-details/contact-masshealth-information-for-providers](http://www.mass.gov/info-details/contact-masshealth-information-for-providers).

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