




Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth



MassHealth
Transmittal Letter CHC-100
December 2013

TO: Community Health Centers Participating in MassHealth
FROM: Kristin L. Thorn, Medicaid Director 
RE: *Community Health Center Manual* (Revised Appendix D)

This letter transmits a revised Appendix D for the *Community Health Center Manual*. Appendix D contains specific MassHealth billing instructions that supplement those found in the HIPAA 837P Implementation Guide and MassHealth 837P Companion Guide.

These revisions are effective December 15, 2013.

The Billing Instructions for Paper Claims section has been removed. MassHealth requires all claims to be submitted in an electronic format unless the provider has an approved waiver to submit paper claims. See [All Provider Bulletin 217](#).

MassHealth Website

This transmittal letter and attached pages are available on the MassHealth website at www.mass.gov/masshealth.

Questions

If you have any questions about the information in this transmittal letter, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.

NEW MATERIAL

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

Community Health Center Manual

Pages D-1 through D-4

OBSOLETE MATERIAL

(The pages listed here are no longer in effect.)

Community Health Center Manual

Pages D-1 through D-4 — transmitted by Transmittal Letter CHC-96

Commonwealth of Massachusetts MassHealth Provider Manual Series	Subchapter Number and Title Appendix D: Supplemental Instructions for TPL Exceptions	Page D-1
	Transmittal Letter CHC-100	Date 12/15/13
Community Health Center Manual		

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. Only clinicians who do not meet Medicare's clinical criteria are considered noncertified for purposes of these instructions. These instructions do not apply to providers who meet Medicare clinical criteria, but who do not participate in Medicare.

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

The procedures in this appendix should be used only when a service is not reimbursable by Medicare, because behavioral-health services were provided by a clinician who was not Medicare-certified. 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. If the member also has commercial insurance, providers must bill the commercial insurer before billing MassHealth.

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](#).

TPL Requirements

To ensure that MassHealth is the payer of last resort, generally 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 when 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. Complete the other payer loops in the 837P transactions as described in the following table when submitting claims to MassHealth for services that have been determined not covered by the other commercial insurance, if there is commercial insurance, and that meet the TPL exception criteria for Medicare noncertified clinicians.

Commonwealth of Massachusetts MassHealth Provider Manual Series	Subchapter Number and Title Appendix D: Supplemental Instructions for TPL Exceptions	Page D-2
	Transmittal Letter CHC-100	Date 12/15/13
Community Health Center Manual		

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. 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, when submitting claims to MassHealth for services that have been determined to be not covered by the commercial insurer, if there is commercial insurance, and that meet the TPL exception criteria for Medicare noncertified clinicians.

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.

Commonwealth of Massachusetts MassHealth Provider Manual Series	Subchapter Number and Title Appendix D: Supplemental Instructions for TPL Exceptions	Page D-3
	Transmittal Letter CHC-100	Date 12/15/13
Community Health Center Manual		

COB Detail Panel (cont.)	
Field Name	Instructions
Relationship to Subscriber	Select the appropriate code from the drop-down list.
Subscriber Information Panel	<p>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.</p> <ul style="list-style-type: none"> • Subscriber Last Name • Subscriber First Name • Subscriber Address • Subscriber City • Subscriber State • Subscriber Zip Code <p>If you select any other relationship-to-subscriber code, you must enter the following required fields.</p> <ul style="list-style-type: none"> • Subscriber Last Name • Subscriber First Name
Subscriber ID	Enter the Other Insurance Subscriber ID number.

Please Note: Click "Add" to save the COB panel.

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 in order for MassHealth to exercise its right to appeal.

Questions

If you have any questions about the information in this appendix, please refer to [Appendix A](#) of your MassHealth provider manual for the appropriate contact information.

<p align="center">Commonwealth of Massachusetts MassHealth Provider Manual Series</p>	<p align="center">Subchapter Number and Title Appendix D: Supplemental Instructions for TPL Exceptions</p>	<p align="center">Page D-4</p>
<p align="center">Community Health Center Manual</p>	<p align="center">Transmittal Letter CHC-100</p>	<p align="center">Date 12/15/13</p>

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