

HSN Providers;

Due to a State Agency system update beginning on Wednesday, July 17, 2024, current member eligibility, as well as current member enrollment will not be available until Tuesday, August 6, 2024. During the 3-week downtime, HSN suggests that facilities take note of potential delays pertaining to the following.

- Eligibility
- HSN facility claims delayed within MMIS
- Special Circumstance applications that concur within the Referred Eligibility process
- HSN Referred Eligibility Reports containing “no eligibility found” errors.

For facilities who utilize Billing Intermediaries, please notify your BI of the potential delay as well as the above-mentioned items that may be affected.

We apologize for any inconvenience this may cause and assure you that the HSN helpdesk will continue to strive towards assisting providers with their questions. Please feel free to contact the HSN Helpdesk at 1-800-609-7232 or by email at [HSNhelpdesk@state.ma.us](mailto:HSNhelpdesk@state.ma.us).

Health Safety Net