# Durable Medical Equipment Provider Bulletin 39



Commonwealth of Massachusetts

Executive Office of Health and Human Services

Office of Medicaid

[www.mass.gov/masshealth](https://www.mass.gov/orgs/masshealth)

**DATE:** November 2024

**TO:** Durable Medical EquipmentProviders Participating in MassHealth

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

RE: Reminder of Criminal Offender Record Information (CORI) Checks

**Introduction**

This bulletin reminds providers of their requirement to conduct pre-employment Criminal Offender Record Information (CORI) checks. Please see [803 CMR 2.00](https://www.mass.gov/regulations/803-CMR-200-criminal-offender-record-information-cori): *Criminal Offender Record Information (CORI)* regulations for the definition of CORI.

### CORI Screening Requirements

MassHealth requires pre-employment CORI checks for all durable medical equipment (DME) provider employees and subcontractors.

803 CMR 2.00 outlines the establishment and use of the CORI system to access CORI information for the purpose of evaluating applicants for employment.

All records of CORI checks must remain on file at the provider’s place of business. See [130 CMR 409.404(B)(9) and 130 CMR 409.430](https://www.mass.gov/regulations/130-CMR-409000-durable-medical-equipment-services): *Recordkeeping Requirements*. Failure to follow the CORI requirements may result in actions including, but not limited to, sanctions. See [130 CMR 450.238](https://www.mass.gov/regulations/130-CMR-450000-administrative-and-billing-regulations): *Sanctions: General*.

### MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](http://www.mass.gov/masshealth-provider-bulletins) web page.

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

## Questions?

If you have questions about the information in this bulletin, please contact:

### Long-Term Services and Supports

Phone: (844) 368-5184 (toll free)

Email: [support@masshealthltss.com](mailto:support@masshealthltss.com)

Portal: [MassHealthLTSS.com](https://www.masshealthltss.com/s/?language=en_US)

Mail: MassHealth LTSS

PO Box 159108

Boston, MA 02215

Fax: (888) 832-3006

### All Other Provider Types

Phone: (800) 841-2900, TDD/TTY: 711

Email: [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)

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