

FAQs on MassHealth Enrollment for Ordering, Referring, and Prescribing Providers

State law requires a MassHealth enrollment application for certain providers.

To support enforcement of an Affordable Care Act (ACA) requirement related to providers who may order, refer, or prescribe services for MassHealth members, state law requires that certain providers must apply to enroll with MassHealth in order to obtain and maintain state licensure.

Who must enroll?

Pursuant to state law (M.G.L. c. 112), this is a condition of licensure for the provider types listed at <https://www.mass.gov/how-to/how-to-enroll-to-be-a-masshealth-orp-provider>. All such provider types, including applicants for a limited license, initial license, and a renewal license, must submit a correctly completed application with MassHealth at least as a non-billing provider. This includes such providers at all entity locations where a member would receive service.

When must providers enroll?

The Board recommends that individual providers apply to enroll in MassHealth as soon as possible if they are not already enrolled. For claims for dates of service on or after September 1, 2023, a servicing provider's claims to MassHealth, where the provider is listed as an ordering, referring, or prescribing (ORP) provider, will be denied if the ORP provider is not enrolled with MassHealth as of the date of service on the claim. Providers who remain non-compliant with the application requirement will be reported to their respective licensing boards, which may impact a provider's ability to renew their license.

What is a non-billing provider under MassHealth?

MassHealth developed a non-billing provider option for ORP providers who do not wish to become fully participating/billing providers.

How do providers enroll?

To enroll as a fully participating/billing provider, providers should contact MassHealth Customer Service at (800) 841-2900 and request an application. All enrollment forms needed to apply as a fully participating/billing provider, except for provider applications, are available at <https://www.mass.gov/masshealth-provider-forms>. Additional information about applying as a fully participating/billing provider can be found at <https://www.mass.gov/how-to/apply-to-become-a-masshealth-provider>.

To enroll as a non-billing provider, providers must complete the application and contract at <https://www.mass.gov/doc/nonbilling-orp-provider-contract-and-application-3/download>.

Providers must send the application, contract, and required documents to the following address.

MassHealth Provider Enrollment and Credentialing
PO Box 278
Quincy, MA 02171-0278

Providers can also fax the documents to (617) 988-8974.

Providers should keep a copy of the application for their records.

Questions?

Providers can call MassHealth Customer Service at (800) 841-2900.