



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid, Health Safety Net
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www.mass.gov/eohhs

*****February 2019 HSN Billing Reminders & Updates*****

UPDATES

HSN FY17:

Providers should be aware that the next HSN fiscal year closing will be for HSN FY17. The FY17 will close at the end of September 2019. Providers should begin to review their claims to assure ample time for corrections.

Carrier Codes for HSN claims:

Providers should be aware that HSN has started to communicate with specific providers who are using carrier codes on their secondary claims that are not valid. Providers need to work with their billing vendors and BI's to assure correct and appropriate carrier codes are on claims. For the three (3) carrier codes that HSN provided for MassHealth Comprehensive, MassHealth Non-comprehensive and CMSP only claims, please refer to the HSN website for the billing updates and information.

Partial Requirements on HSN Claims:

HSN continues to give warnings on claims that are missing the partial information. Providers should review the posted updates for specific information on requirements for 837I and 837P claims.

Medical Hardship Overpayment:

HSN has been reviewing Medical Hardship claims, and have identified some providers that were over paid. In some cases the payment was the total charge amount. HSN will begin to re-evaluate these claims, and the overpayment will be voided with a correct payment then made. HSN will contact facilities that have been affected.

ERBD Claims:

HSN is aware that some providers have older ERBD claims that they have not received payment on. HSN is in the process of identifying these ERBD claims, and is working on a process to have payments made when appropriate. This process may continue for several months, depending on volume.



Reminders

HSN Regulations:

Providers are reminded that the HSN regulations should be reviewed as a guide to how HSN operates, and services that are part of HSN. General billing information, as well as other information can also be found on the HSN website. Please see below for a link to access the HSN website.

<https://www.mass.gov/orgs/health-safety-net>

HSN Secondary Claims:

Providers are reminded that for HSN to process payment on a claim that HSN is secondary or tertiary, HSN requires the Remaining Patient Liability Amount and Patient Responsibility (PR) segments that indicate HSN patient covered services. HSN also requires the EAF amount that equals the PR segments indicated. Failure to include both PR and EAF amounts that are equal will result in a \$0 or null payment on the remit.

Billing Intermediaries and Billing Companies and HSN:

Facilities that have signed contracts with billing companies and/or intermediaries for submitting HSN claims should ensure that the provider/facility is included on written documentation as well as requests for HSN conference calls. Facilities have notified HSN on a number of occasions that their claim denials have increased due to claim/system changes incorporated by their billing company/intermediary.

The HSN Helpdesk will assist billing companies/intermediary with claim status **after** the facility has confirmed that the claim(s) list as “paid” on MassHealth’s 835. In addition, the billing company/intermediary should refer to the HSN Validation Report (denial report) to evaluate claim status within HSN. The HSN Helpdesk will redirect companies back to the provider/facility when following claim information is not available

TCN (patient account number)

ICN

DOS

Claim Type (I or P)

Please contact Health Safety Net for any questions or concerns. 800-609-7232 or HSNHelpdesk@state.ma.us

Health Safety Net Website:

<https://www.mass.gov/orgs/health-safety-net>