



Electronic Claims HIPAA File and Provider Online Service Center (POSC) Updates

January 27, 2021

Executive Office of Health & Human Services

Overview



On March 14, 2021, MassHealth will implement modifications to the submission requirements related to operating physician, service facility location, and supervising physician information submitted on claims transactions.

- The changes will impact both 837 batch claims transactions and the Provider Online Service Center (POSC) Direct Data Entry (DDE) claims transactions. To support these minor changes the companion and billing guides will be updated
- MassHealth will conduct general information sessions for providers, trading partners, and vendors beginning this month (January 2021). Registration can be completed at: <https://www.mass.gov/service-details/trading-partner-education>
- It is highly recommended for providers, trading partners and vendors to participate in each of the information sessions available as they will include updates as released

Claim Requirements

Operating Physician (837I and Institutional DDE claims)

- The Operating physician's NPI is required on all Institutional claims if a surgical procedure code is submitted on the claim
- A warning message will be displayed on the POSC noting that an Operating Physician NPI is required whenever a provider inputs a surgical procedure code on the claim
- The Other Operating Physician NPI can only be submitted on a DDE claim when the Operating Physician is present. The claim will not be able to proceed to adjudication if the Other Operating Physician is present when the Operating Physician is NOT included on the claim
- The Operating Physician must be actively participating/enrolled in MassHealth

Claim Requirements (*cont'd*)

Service Facility Location Address (837I, 837P, Institutional and Professional DDE claims)

- The Service Facility Location Address will be required if the Service Facility Location Name is entered on the claim
 - The facility name is only required if the location of services is different than that of the billing provider
 - The DDE claim will not be able to proceed to adjudication if the service facility address is not populated whenever the service facility name is present on the claim. If the service facility address field is not populated, the claim cannot proceed to adjudication

Claim Requirements (*cont'd*)

Supervising Physician (837P and Professional POSC DDE claims)

- The Supervising Physician must be actively participating/enrolled in MassHealth

Information Sessions

MassHealth is conducting three general information sessions between January – March 2021 for providers, trading partners, and vendors.

Date	Details
January 27, 2021	High-level overview of the upcoming changes
February 17, 2021	Will contain detailed information about the upcoming changes (screen shots, billing instruction & Companion Guide updates)
March 17, 2021	Recap and check in post go live

For more information regarding these changes and registration details, please visit: <https://www.mass.gov/service-details/trading-partner-education>

Resources

- **Information about the upcoming changes and session registration link:**
<https://www.mass.gov/service-details/trading-partner-education>
- **MassHealth Customer Service**
 - Long-Term Services and Supports Providers
Phone: (844) 368-5184 (toll free)
Email: support@masshealthtss.com
Fax: (888) 832-3006
 - All Other Provider Types
Phone: (800) 841-2900; TTY: (800) 497-4648
Email: providersupport@mahealth.net
Fax: (617) 988-8974
- **Provider Email Alerts**
 - To sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, send a blank email to join-masshealth-provider-pubs@listserv.state.ma.us. No text in the body or subject line is needed

Questions?