



Electronic Claims Submission

Learn how this “best business practice” will improve your billing process

Today, over 85% of MassHealth claims are submitted electronically. The HIPAA-compliant 837 electronic transaction is the most efficient and accurate method to send your claims to MassHealth. By increasing your productivity and cash flow, and minimizing the chance of errors on submitted claims, electronic submission will simplify the way you submit your claims to MassHealth. If you aren't submitting your claims electronically, what are you waiting for?

Benefits of Electronic Billing

- cleaner claims and fewer errors
- less clerical handling and decreased labor requirements
- void and replacement transaction
- increased cash flow
- automatic posting of receivables
- useful management information

With great benefits like these, electronic submission is the way to go if you want to simplify your billing procedures. In case you have any lingering doubts, consider the following before you decide if it makes more sense for you to submit your own claims or use a vendor.

Important Issues to Consider

- Should I purchase software from a vendor or can my existing vendor meet my needs?
- Should I contract the services of a billing intermediary or a claims clearinghouse?
- Will my software allow me to bill other insurance carriers as well as MassHealth?
- How much will this cost?
- Is my vendor able to support electronic posting of claims?

Using a Vendor

MassHealth has a list of approved vendors that specifies which transactions they support. The MassHealth vendor list can be downloaded from the MassHealth Web site under the Information for MassHealth Providers link.

To learn more about electronic claims submission and how to integrate this automated solution into your procedures, check out the EDI and HIPAA section of the MassHealth Web site at www.mass.gov/masshealth. Click on Information for MassHealth Providers, then on MassHealth and HIPAA, and then on EDI and HIPAA Information for Providers. This section has helpful tools like companion guides and testing resources.

For more information, contact HIPAA Support at MassHealth Customer Service by e-mail at hipaasupport@mahealth.net or by phone at 1-800-841-2900. Dental providers should consult their Office Reference Manual, or send an e-mail to ecclaims@masshealth-dental.net, or call 1-800-207-5019.