

Technical Refresh – Frequently Asked Questions (FAQs)

Learn about the Technical Refresh Implementation.

What is the Technical Refresh Implementation?

The Technical Refresh Implementation is MassHealth's plan to replace its "end of life" HIPAA compliance and translator software tool. The tool is used to validate HIPAA compliance and translate the HIPAA-compliant transactions to an XML format so that they can be processed within MassHealth's Medicaid Management Information System (MMIS).

MassHealth strongly recommends that all trading partners that send or receive HIPAA transactions to/from MassHealth update their systems and conduct trading partner testing (TPT) with MassHealth to validate compliance.

What types of HIPAA transactions are impacted?

Inbound and outbound HIPAA transactions will be impacted, which includes:

- Health Care Benefit Inquiry and Response (270/271),
- Health Care Claim Status Request and Response (276/277),
- Health Care Premium Payment (820)
- Health Care Benefit Enrollment and Maintenance (834) Outbound
- Health Care Claim Payment/Advice (835),
- Health Care Claim: Institutional (837I),
- Health Care Claim: Professional (837P) and
- HIPAA (999/TA1) Implementation Acknowledgment for Health Care Insurance

Please note that changes to the following transactions will be coordinated separately from MassHealth's managed care entities affected by these transactions:

- Health Care Premium Payment (820)
- Health Care Benefit Enrollment and Maintenance (834) Outbound

When will it happen?

MassHealth will implement the Technical Refresh in the following phased approach and the Trading Partner Testing (TPT) timeline. Trading partners may upload test transactions to the

TPT testing environment at any time during the corresponding TPT phase to validate compliance:

Phase	HIPAA Transactions	TPT Timeframe	Duration	GO LIVE
1	270/271, 820, 834	7/29/2019 – 9/20/2019	8 weeks	10/27/19
2	837P, 837I, 276/277, 835	1/27/2020 – 3/27/2020	9 weeks	3/30/2020

Is testing required for the Technical Refresh?

Yes. MassHealth requires that all trading partners that exchange HIPAA transactions with MassHealth must participate in Trading Partner Testing (TPT) during the specified timeframes for the specific HIPAA transactions.

What are the high-level impacts to MassHealth HIPAA transactions?

Here is a listing of current high-level impacts. Please refer to the MassHealth HIPAA Companion Guides for detailed information regarding the specific technical refresh changes.

ID	Known Changes to Date	Provider Impact	HIPAA Transactions Impacted *
1.	Files submitted to MassHealth must contain the same Interchange Control Header (ISA)/Interchange Control Trailer (IEA) and Functional Group Header (GS)/Functional Group Trailer (GE) values with the exception of the date/time and control # data elements or the file will fail pre-compliance.	Ensure that all ISA/IEA and GS/GE values with the exception of the date/time and control # data elements in the same file are consistent or the transaction will be rejected.	270, 837P, 837I, 276
2.	A TA1 will be issued for each error within the Interchange envelope	Ensure that no envelope in the file contains an error; otherwise the specific envelope will be rejected.	270, 837P, 837I, 276
3.	A TA1 will no longer be issued for authorization failures.	MassHealth will outreach to the submitter to notify them of the failure; it will also provide file correction and resubmission instructions.	270, 837P, 837I, 276

ID	Known Changes to Date	Provider Impact	HIPAA Transactions Impacted *
4.	All Transaction Set Control Numbers (ST02) in transactions submitted to MassHealth must be unique across all envelopes within a file.	Ensure that all ST02 segments are unique or the transaction will be rejected.	270, 837P, 837I, 276
5.	Transaction Set Header (ST)/Transaction Set Trailer (SE) segments within transactions submitted to MassHealth must not contain more than 5,000 claims; segments that contain more than 5,000 claims will be rejected.	Large submitters, billing intermediaries, clearinghouses, and software vendors must ensure that transaction sets do not include more than 5,000 claims per ST/SE segment.	837P, 837I
6.	Any file submitted to MassHealth greater than 16MB will be rejected in accordance with MassHealth's submission policy.	Continue to ensure that the files submitted to MassHealth are not larger than 16MB.	270, 837P, 837I, 276
7.	Updated MassHealth contact information (phone number, URL, etc.) that will be returned on applicable transactions. The coding of the PER segments has changed and one of the segments has been removed.	Please ensure that you update downstream systems that receive MassHealth contact information.	271, 835
8.	For Physician Claims, the Type of Bill (TOB) will no longer be returned on the Claim Status response.	Please update downstream system processes that utilize this information.	277

Are Pharmacy and Dental transactions impacted?

No.

Are updated Companion Guides available?

Yes. MassHealth updated its HIPAA Companion Guides to accommodate the Technical Refresh implementation. They are available at <https://www.mass.gov/lists/technical-refresh-companion-guides>

Trading Partners must review the appropriate Companion Guide and evaluate their systems immediately to identify what modifications must be made to comply with the Companion Guide and prepare for Trading Partner Testing (TPT) with MassHealth.

Will MassHealth make further updates to the Companion Guides?

MassHealth may make additional updates to the HIPAA Companion Guides once internal testing is completed. If updates are required, the updated Companion Guides will be made available according to the timeframes listed below:

- Phase 1: June 2019 (*updated Companion Guides were published at the end of June 2019*)
- Phase 2: November 2019

How does MassHealth validate compliance of X12 transactions?

Click here to see an illustration of the compliance processing of your inbound HIPAA file (for example: 837, 270, 276) www.mass.gov/info-details/additional-technical-refresh-transition-information

In summary, MassHealth applies pre-compliance editing to all X12 transactions. This is to ensure that they are properly formatted prior to HIPAA translation. Upon request, MassHealth issues a **TA1** Acknowledgement to accept or reject the X12 transaction at the Interchange Envelope level. MassHealth issues a **999** Acknowledgement to accept or reject the X12 transaction at the Functional Group Level.

Will MassHealth issue pre-compliance error codes?

Yes. If your file fails pre-compliance, you may receive one of the MassHealth edits outlined in the list of MassHealth pre-compliance errors. A number of new edits have been added to the existing list of edit codes. Click here to see the full list of MassHealth pre-compliance error codes: www.mass.gov/info-details/additional-technical-refresh-transition-information

What does a 999 Acknowledgement example look like under the new HIPAA translator?

Click here for an example of what you should expect to see in the 999 Acknowledgement when you submit an inbound file. In summary, all inbound HIPAA transactions that contain multiple Functional Group Headers and Trailers within an Interchange Header and Trailer will receive a corresponding 999. MassHealth will issue a 999 acknowledgement that contains a single Interchange Header and Trailer with one Functional Group Header and Trailer that includes multiple transaction sets.

How should I prepare for the Technical Refresh?

Here is a quick checklist for all trading partners to follow:

✓ Review the MassHealth HIPAA Companion Guides at <https://www.mass.gov/lists/technical-refresh-companion-guides>

✓ Evaluate your software and billing systems immediately, and ensure that they are updated to comply with the changes as applicable

✓ Determine if there are any other impacts to your business operations; if so, identify and implement plans to address the issues

✓ Sign up for the appropriate TPT session(s) that will be conducted in the fall and winter of 2019

✓ Prepare your test file to ensure that your software and billing systems can accommodate the 999/TA1 responses

✓ Monitor MassHealth communications for Technical Refresh updates as they become available (e.g. TPT sessions, Phase II testing, updated CGs)

✓ Submit your compliance test during the appropriate TPT phase

✓ Implement best practices: check the 999 Acknowledgement for all batch files submitted

✓ Ensure that you evaluate current production file submission processes to ensure that you do not submit duplicative or excessive transactions to MassHealth

✓ Ensure that you outreach your Billing Intermediary (BI), Clearinghouse (CH) or Software Vendor (SWV) to confirm their awareness of the Technical Refresh and confirm their plans to address the changes within the MassHealth testing and implementation timeline

When will MassHealth conduct information forums to prepare for Phase II TPT?

MassHealth will conduct Information Sessions for Phase II activities November through early December 2019. Phase II includes the claims, claim status, and remittance advice.

What is the significance of each Technical Refresh Implementation date?

All MassHealth Trading Partners should be prepared for the following key dates:

Implementation Date	Milestone	Significance
7/28/2019	270/271 Batch Update	271 responses will receive error code “72” when an invalid Member ID (MID) is submitted. For DDE, the Provider Online Service Center (POSC) will display error “Member ID missing

Implementation Date	Milestone	Significance
		or not on file.”
10/27/19	Technical Refresh Phase 1	Eligibility Inquiry (270) production transactions will be rejected if they do not meet compliance.
3/30/2020	Technical Refresh Phase 2	Institutional (837I) and Professional (837P) claims as well as Claims Status (276) production transactions will be rejected if they do not meet compliance.

Are Health Safety Net (HSN) claims impacted?

Yes. You should submit HSN batch files during testing if this is part of your usual business process. Remember that we are testing for compliance only, so an end-to-end test will not be available for HSN claim files.

Can we combine both Health Safety Net (HSN) and MassHealth claims into a single test file?

No. HSN claims must be reported in a separate file from MassHealth claims.

Will payments be delayed during testing?

No. Testing will not impact any production files.

Which browser best supports the testing and production environments?

Here is a listing of recommended browsers for accessing the Provider Online Service Center (POSC) to submit and receive HIPAA transactions.

Internet Explorer 11, Google Chrome, or Mozilla Firefox

Adobe Acrobat Reader 7.1 or higher

Will the URLs change for the testing and production environments?

No. There will be no changes to the URLs for the test environment or production environment. This includes endpoints for New Connectivity Method connections.

I upload my electronic batch claim files directly into the POSC each month and do not have a vendor that submits on my behalf. Is there anything I need to update in order for the file to be accepted?

You will need to make sure you review the Companion Guides and make the appropriate modifications to the transaction prior to submission. Your test file must include the value “T” in the ISA15 – Usage Indicator data element. You should submit your test file(s) per the implementation TPT timelines.

Will MassHealth publish a list of vendors that participated in testing?

Yes. MassHealth published a list of vendors that participated in the Information Sessions for Phase 1. The list will be updated with the status of the vendor’s testing soon. Click here to access the updated list: <https://www.mass.gov/service-details/vendor-list>

Who can I contact for questions or request assistance with Technical Refresh?

Please contact the MassHealth Customer Service Center – EDI Department at edi@mahealth.net or toll free 800-841-2900.

Where can I find additional resources for the Technical Refresh?

- **Technical Refresh webpage**

www.mass.gov/masshealth-technical-refresh

- **MassHealth Companion Guides**

Available on the Technical Refresh webpage listed above.

- **Flyer & Key Concepts: Technical Refresh**

Available on the Technical Refresh webpage listed above.

- **All Provider Bulletin: #284 Technical Refresh**

www.mass.gov/files/documents/2019/04/02/all-284.pdf

- **Banner Messaging on PDF Remittance Advices (RAs)**

Be sure to read these on the weekly PDF RAs for important updates.

- **Job Aid: View Metrics and Reports (PDF RAs)**

www.mass.gov/files/documents/2017/11/14/jobaid-view-metric-reports.pdf

- **Remittance Advice Message Texts**

<https://www.mass.gov/masshealth-provider-remittance-advice-message-text>

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- **Job Aid: Download Responses (999s):**

<https://www.mass.gov/files/documents/2017/11/13/batch-claims-download.pdf>

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- **EDI FAQ (How to Interpret 999s):**

www.mass.gov/service-details/electronic-data-interchange-an-faq-for-masshealth-providers

Who can I contact with questions or request assistance?

- **MassHealth Customer Service Center – EDI Department**

Email: edi@mahealth.net

Phone: 1-800-841-2900

Please contact us if you have questions, are interested in participating in compliance only testing, or would like to switch from DDE to electronic batch file submissions.