



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

HCBS Waiver Provider Bulletin 26

DATE: December 2025

TO: Acquired Brain Injury (ABI) and Moving Forward Plan (MFP) Waiver Providers
Participating in MassHealth

FROM: Mike Levine, Undersecretary for MassHealth

RE: **Provider Compliance Notifying MassHealth of any Change in Application Information within 14 Days**

Introduction

In accordance with 130 CMR 450.223: *Provider Contract: Execution of Contract*, MassHealth-enrolled providers must notify the MassHealth agency in writing within 14 days of any change in any of the information submitted in the provider application. Failure to do so constitutes a breach of the provider contract.

Providers who fail to notify the MassHealth agency as required may be subject to sanctions including but not limited to recoupments of payments for services rendered, referral to the Medicaid Fraud Division (MFD), or termination of their provider contract.

This bulletin communicates a reminder of the regulatory requirement and does not change anything in 130 CMR 450.223: *Provider Contract: Execution of Contract*.

Change in Application Information

A change in application information may include but is not limited to:

- Doing business as (DBA)
- Change of ownership (CHOW)
- Change of Corporate Structure (CCS)
- Change of Address

Provider Notification and Process

Standard process

MassHealth enrolled providers must notify MassHealth in accordance with the regulatory requirement. The ForHealth Consulting at University of Massachusetts (UMass) HCBS Provider Network Administration (PNA) Unit oversees the provider enrollment process for ABI/MFP

waiver providers. Waiver providers will work with the UMass PNA unit to process and complete updates to the application. The process will include completing a new application.

Process for providers who fail to notify MassHealth via the UMass PNA unit

The UMass PNA unit will communicate with the provider and direct the provider to supply documentation, within five business days, to support that the provider had notified MassHealth within 14 days of a change.

Process for providers who cannot provide documentation demonstrating an error in compliance

The UMass PNA unit will communicate with the provider and direct the provider to complete a new application within 14 days. If the application is not completed within 14 days, MassHealth or the UMass PNA unit will communicate any further action taken by the agency. This may include sanctions or other action taken by the agency. The provider enrollment will be completed upon all required steps including agreements are completed.

MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

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Questions?

If you have questions about the information in this bulletin, please contact the HCBS Provider Network Administration Unit.

Phone: (855) 300-7058 (toll free)

Email: ProviderNetwork@umassmed.edu

The HCBS Provider Network Administration Unit at ForHealth Consulting at UMass Chan Medical School is open 9 a.m. to 5 p.m. ET, Monday through Friday, excluding holidays.

All Other Provider Types

Phone: (800) 841-2900, TDD/TTY: 711

Email: provider@masshealthquestions.com



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