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

HCBS Waiver Provider Bulletin 28

DATE: November 2026

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

FROM: Ryan Schwarz, Assistant Secretary for MassHealth

RE: **Implementation of National Provider Identifier (NPI) Number**

Applicable HCBS Waiver Providers

Waiver service providers in the ABI and MFP Home- and Community-Based Services (HCBS) Waivers Program that bill MassHealth directly must acquire and use an NPI.

NPI

The administrative simplification requirement of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandates that health care providers acquire and use an NPI. NPIs are 10-digit numbers that uniquely identify health care providers. Providers use NPIs to identify themselves to any health insurance company in the United States. Atypical providers, such as those enrolled as HCBS waiver providers, have not previously been required to obtain and use an NPI.

MassHealth has determined that HCBS waiver providers are now eligible to obtain an NPI. ABI and MFP Waiver providers that bill MassHealth directly will now be required to obtain and use an NPI as outlined below.

MassHealth and NPIs

Each provider's NPI is associated in MassHealth's Medicaid Management Information System (MMIS) with a MassHealth provider ID and service location (PID/SL). The PID/SL is 10 characters, made up of a 9-digit base number and an alpha service location, such as "1234567 89A." The provider's PID/SL is displayed on MassHealth reports as well as correspondence and remittance advices.

Beginning December 1, 2026, all new HCBS Waiver providers must furnish their NPI with their initial application. If an NPI is not furnished, the provider application will be considered incomplete and denied. Existing HCBS Waiver providers must furnish their NPI during their regularly scheduled recredentialing. If an NPI is not furnished during

recredentialing, the provider application will be considered incomplete, and the provider will be disenrolled. If an existing provider's NPI is required before their regularly scheduled recredentialing, the HCBS Provider Network Administration Unit at ForHealth Consulting at UMass Chan Medical School will notify the provider. If an existing provider does not furnish its NPI in a timely manner upon request, the provider will be disenrolled.

Effective May 1, 2028, HCBS Waiver providers that bill MassHealth will be required to submit NPIs on all their claims. Claims billed on or after this date that do not include a billing provider's NPI will be denied.

MassHealth processes claims by mapping the NPI submitted on a claim to the MMIS provider number. As some providers may have one NPI that corresponds to multiple service locations, and therefore multiple MMIS provider numbers, MassHealth may require claims to include a taxonomy code. You do not need to use a taxonomy code for billing unless you have been instructed to do so by the HCBS Provider Network Administration Unit.

Apply for an NPI

Providers can apply for NPIs from the National Plan & Provider Enumeration System (NPPES). There is no cost for applying for, or obtaining, an NPI.

MassHealth Website

This bulletin is available on the MassHealth Provider Bulletins web page.

Sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters.

Questions?

If you have questions about the information in this bulletin, please contact the HCBS Provider Network Administration Unit at ForHealth Consulting at UMass Chan Medical School. The unit is available 9:00 a.m. through 5:00 p.m. ET, Monday through Friday, excluding holidays. You can call them toll free at (855) 300-7058 or email ProviderNetwork@umassmed.edu.