



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

Transmittal Letter HHA-60

DATE: August 2026
TO: Home Health Agencies Participating in MassHealth
FROM: Leslie Darcy, Chief, Long Term Services and Supports
RE: *Home Health Agency Manual (Revised Appendix D)*

Introduction

This letter transmits a revised Appendix D: *Supplemental Instructions for TPL Exceptions* in the *Home Health Agency Manual*. Appendix D describes third party liability (TPL) exceptions that may apply when members have Medicare or commercial insurance. A change to the manual clarifies billing for dual-eligible (Medicare and Medicaid) members and is effective **August 14, 2026**.

Appendix D is amended to include certain exception guidance for dual-eligible individual (Medicare and Medicaid) billing. Appendix D is also revised to update contact information for the Third Party Appeals Unit.

The updated Appendix D is effective **August 14, 2026**.

MassHealth Website

This transmittal letter is available at [MassHealth Transmittal Letters](#).

[Sign up to receive email alerts](#) when MassHealth issues new transmittal letters and provider bulletins.

Questions?

The MassHealth LTSS Provider Service Center is open 8:00 a.m. through 6:00 p.m. ET, Monday through Friday, excluding holidays. LTSS Providers should direct their questions about this letter or other MassHealth LTSS Provider questions to the LTSS Third Party Administrator (TPA).

Phone: (844) 368-5184

Email: support@masshealthltss.com

Portal: MassHealthLTSS.com

Mail: MassHealth LTSS
PO Box 159108
Boston, MA 02215

Fax: (888) 832-3006

LTSS Provider Portal

[Trainings at the MassHealth LTSS Provider Portal](#)

The pages listed here contain new or revised language.

Home Health Agency Manual

Page vi
Pages D-1 through D-6

Obsolete Material

The pages listed here are no longer in effect.

Home Health Agency Manual

Page vi — transmitted by Transmittal Letter HHA-59
Pages D-1 through D-6—transmitted by Transmittal Letter HHA-59

Please note: Transmittal Letters no longer include pages for updated regulations, Subchapter 6, or appendix pages. These updated documents are on our [MassHealth Provider Manuals](#) page.

 [MassHealth on Facebook](#)  [MassHealth on LinkedIn](#)  [MassHealth on X](#)  [MassHealth on YouTube](#)