



Home Health Billing Tips for Services Provided to Members Enrolled in a MassHealth Managed Care Organization (MCO)

- Home Health Agency Bulletin 32 (August 1998) states that **all** home health payments for the following services must be obtained from the MCO.
 - home health aide services;
 - skilled nursing visits;
 - physical therapy;
 - occupational therapy; and
 - speech and language therapy.
- Continuous skilled nursing services are covered by MassHealth and can be billed to MassHealth. No explanation of benefits (EOB) from the MCO is necessary.
- If the MassHealth MCO denies a claim incorrectly, the provider should appeal to the MCO.

If you have questions about your MassHealth claims, please contact MassHealth Customer Service at 1-800-841-2900 or send an e-mail to providersupport@mahealth.net.