



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

MassHealth
Hospice Bulletin 14
November 2019

TO: Hospice Providers Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary for MassHealth

RE: Transition of the MassHealth Hospice Enrollment Unit

Summary

This bulletin communicates a transition of the MassHealth Hospice Enrollment Unit. As of November 18, 2019, the MassHealth Hospice Enrollment Unit, currently operated by the University of Massachusetts Medical School, will be operated by the third-party administrator of the Office of Long-Term Services and Supports (OLTSS), currently Optum Government Solutions, Inc.

MassHealth Hospice Election Form Submission Information

As of November 18, 2019, hospice providers must use the following fax number or mailing address when submitting MassHealth Hospice Election Forms.

- Fax: (855) 656-3381
- Mail: MassHealth LTSS-Hospice Enrollment Unit, PO Box 159108, Boston, MA 02215

Hospice providers submit election forms for the following situations.

- For members electing hospice
- For members changing hospice providers
- For members revoking their election of hospice
- For members disenrolling or being disenrolled

Pursuant to 130 CMR 437.412(C), hospice providers must complete the MassHealth Hospice Election Form according to the instructions on the form and submit the form to the MassHealth Hospice Enrollment Unit.

MassHealth Website

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

To sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, send a blank email to join-masshealth-provider-pubs@listserv.state.ma.us. No text in the body or subject line is needed.

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Questions

The MassHealth LTSS Provider Service Center services hospice providers and is open 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, excluding holidays. Hospice providers should direct their questions about this bulletin, or any other MassHealth LTSS provider questions, to the LTSS third-party administrator, Optum Government Solutions, Inc., as follows.

	MassHealth LTSS Provider Service Center Contact Information
Phone	(844) 368-5184
Email	support@masshealthtss.com
Mail	MassHealth LTSS PO Box 159108 Boston, MA 02215
Fax	(888) 832-3006
LTSS Provider Portal	Trainings, general information, and future enhancements are available at www.MassHealthLTSS.com .