***Commonwealth of Massachusetts***

***Executive Office of Health and Human Services***

***Office of Medicaid***

[*www.mass.gov/masshealth*](http://www.mass.gov/masshealth)

MassHealth

Hospice Bulletin 14

November 2019

**TO**: Hospice Providers Participating in MassHealth

**FROM**: Daniel Tsai, Assistant Secretary for MassHealth [Signature of Dan Tsai]

**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](http://www.mass.gov/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](Mailto: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.

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|  | **MassHealth LTSS Provider Service Center**  **Contact Information** |
| **Phone** | (**844) 368-5184** |
| **Email** | [support@masshealthltss.com](mailto:support@masshealthltss.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](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.MassHealthLTSS.com&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=veVTsGuhwVXhgeAKPWzzZkJXrnctsPfeegfH4rzH1lw&m=ROQoKY-5ZaiHWs7ZktBtNJzUSbDA8J0w34-bRW_Nn00&s=ZvyXKC_Y4ZdhAsdsNeaMtXmK2_x5FrxY2cl04UzHA4Y&e=). |