



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid, Health Safety Net  
100 Hancock Street, 6<sup>th</sup> Floor  
Quincy, Massachusetts 02171



CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

DANIEL TSAI  
Assistant Secretary for  
MassHealth

[www.mass.gov/eohhs](http://www.mass.gov/eohhs)

December 23, 2019

## **HSN Claims Denial (NUM\_ICN)**

Dear HSN Providers:

HSN has identified a system issue causing NUM\_ICN edits from HSN for both 837I and 837P claims to set inappropriately. HSN claims have been paid and denied inappropriately due to an eligibility issue in our system. HSN has implemented an internal reprocessing task to capture all claims where MassHealth has updated/changed the original claim status containing NUM\_ICN. Please note, though HSN has an internal process to capture such claims, HSN will continue to work with MassHealth on ensuring that future claims are processed/updated accordingly.

HSN is currently working to identify claims that have either paid or denied inappropriately. Once this project is complete, HSN will send an updated notice.

## **FY 2018 Closing**

Providers are reminded that FY18 will be closing on September 30, 2020. Any claims or corrections for FY18 must be completed before the Fiscal Year is closed.

Any claims or corrections for FY18 must be completed before the FY is closed.

Any claims submitted for processing after the FY closes, will be denied by HSN, for submitting after the FY closure date.

Please contact Health Safety Net for any questions or concerns. 800-609-7232 or  
[HSNHelpdesk@state.ma.us](mailto:HSNHelpdesk@state.ma.us)

