



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



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Assistant Secretary for
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www.mass.gov/eohhs

June 24, 2019

HSN Secondary/Tertiary Claims:

Dear HSN Providers:

Currently, HSN providers are receiving warnings for inaccurate or missing EAF information on their 837 claim files.

Please note, beginning on September 1, 2019, HSN will be activating “fatal edits” for claims received that do not meet the necessary EAF requirements. In order for HSN to process payments on secondary or tertiary claims, HSN requires that the (EAF) Remaining Patient Liability Amount and (PR) Patient Responsibility segments are captured within the 837 files. HSN also requires that the EAF amount equals the PR segments indicated. Failure to include both PR and EAF amounts that are equal will result in a \$0 or null payment on the remit.

Please contact Health Safety Net for any questions or concerns. 800-609-7232 or HSNHelpdesk@state.ma.us

