



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## **Independent Nurse Bulletin 22**

**DATE:** December 2025

**TO:** Independent Nurses Participating in MassHealth

**FROM:** Mike Levine, Undersecretary for MassHealth

**RE: Provider Compliance Notifying MassHealth of any Change in Application Information within 14 Days**

### **Introduction**

In accordance with 130 CMR 450.223: *Provider Contract: Execution of Contract*, MassHealth-enrolled providers must notify the MassHealth agency in writing within 14 days of any change in any of the information submitted in the provider application. Failure to do so constitutes a breach of the provider contract.

Providers who fail to notify the MassHealth agency as required may be subject to sanctions including but not limited to recoupments of payments for services rendered, referral to the Medicaid Fraud Division (MFD), or termination of their provider contract.

This bulletin communicates a reminder of the regulatory requirement and does not change anything in 130 CMR 450.223: *Provider Contract: Execution of Contract*.

### **Change in Application Information**

A change in application information may include but is not limited to:

- Doing business as (DBA)
- Change of Address

Please note, DBA refers to the independent nurse's legal name and Change of Address refers to the independent nurse's legal address.

### **Provider Notification and Process**

#### **Standard process**

MassHealth enrolled providers must notify MassHealth in accordance with applicable regulation requirements. Providers will work with the MassHealth Provider Enrollment and Credentialing (PEC) to process and complete updates to the application.

### **Process for providers who fail to notify MassHealth**

If PEC does not have a record of timely notification of a change in application information, PEC will communicate with the provider. Providers have an opportunity to supply documentation, within five business days, to show that the provider notified MassHealth within 14 days of a change. If PEC has made an error regarding receipt of notification, it will correct its records. PEC will work with the provider to process and complete updates to the application.

### **Process for providers who cannot provide documentation demonstrating an error in compliance**

PEC will direct the provider to submit an update request on the provider portal. If the update request is not submitted within 14 days of the change of information, MassHealth or their representative will communicate any further action taken by the agency. This may include sanctions or other actions taken by the agency. The provider's enrollment status is contingent upon satisfying all required steps, including any applicable sanction agreements.

### **MassHealth Website**

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

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

### **Questions?**

If you have questions about the information in this bulletin, please contact:

### **Long-Term Services and Supports**

Phone: (844) 368-5184 (toll free)

Email: [support@masshealthltss.com](mailto:support@masshealthltss.com)

Portal: [MassHealthLTSS.com](https://MassHealthLTSS.com)

Mail: MassHealth LTSS  
PO Box 159108  
Boston, MA 02215

Fax: (888) 832-3006

### **All Other Provider Types**

Phone: (800) 841-2900, TDD/TTY: 711

Email: [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)



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