



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid, Health Safety Net  
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**HSN ALL-BU-1**

**Health Resources and Services Administration HRSA**

The Uninsured Program has released the following information and has stopped accepting claims for testing and treatment due to lack of sufficient funds.

Confirmation of receipt of your claim submission to HRSA does not mean that the claim will be paid. No claims submitted after March 22, 2022 at 11:59 pm ET for testing or treatment will be processed for adjudication/payment.

On April 5, 2022 at 11:59 pm ET, the Uninsured Program also stopped accepting vaccination claims due to a lack of sufficient funds.

As such, HSN would like to remind providers to verify eligibility on the Provider Online Service Center as the Health Safety Net will reimburse for allowable COVID-19 testing, treatment, and vaccine services that were not reimbursed through HRSA subject to all limitations described in 101 CMR 613.000 and 614.00 . Providers are urged to review All Provider Bulletin 342 for additional information concerning this issue:

<https://www.mass.gov/doc/all-provider-bulletin-342-billing-policies-for-coronavirus-disease-2019-covid-19-testing-and-treatment-services-for-uninsured-individuals-and-mashealth-limited-members/download>



## **Available Health Safety Confidential Services**

As established in 101 CMR 613.04(03), the Health Safety Net Office reimburses medically necessary Confidential Minor, Family Planning, and Domestic Violence services.

Request for confidential services must be made through the Health Safety Net's INET Portal. Please use the following link for additional information and to log-in the INET system:

<https://www.mass.gov/service-details/learn-about-hsn-inet>

## **CHCs – G2025 – Update**

The Health Safety Net has advised providers to bill using the most appropriate evaluation and management code(s) in relation to services previously billed to Medicare using G2025. Providers are advised to bill using the most appropriate allowable HSN service code when billing for claims previously billed to Medicare using G2025.

## **Fiscal Year (FY) 2020 Closing**

Providers are reminded that Fiscal Year 2020 will be closing on September 30, 2022. Any claims or corrections for FY20 must be completed before the fiscal year is closed. Any claims submitted for processing after FY 2020 closes will be denied by the Health Safety Net (HSN) for submitting after the fiscal year closure date.

## **HSN Secondary/Tertiary Claims: Applies to 837I and 837P Claims**

For HSN to process payments on secondary or tertiary claims, HSN requires that the Remaining Patient Liability Amount (EAF) and Patient Responsibility (PR) segments are captured within the 837 files. Note that if the EAF segment(s) contain \$0 on any line, no HSN payment will be produced. HSN also requires that the EAF amount equals the PR segments included on each claim. Failure to include both PR and EAF amounts that are equal will result in a \$0 or null payment on the payment remittance.

## **Billing Intermediaries / Billing Companies and HSN Communications:**

Facilities that have signed contracts with billing intermediaries and/or billing companies for submitting HSN claims should ensure that the provider/facility is included on written documentation, as well as included on requests for HSN conference calls. Facilities have notified HSN on several occasions that their claim denials have increased due to claim/system changes incorporated by their billing company/intermediary.

The HSN Helpdesk will assist billing intermediaries / billing companies with claim status after the facility has confirmed that the claim(s) are listed as “paid” on MassHealth’s 835. If the claim(s) denied on the 835 reports, MassHealth should be contacted for further assistance at 800-841-2900. In addition, billing intermediaries / billing companies should refer to the HSN Validation Report (aka edit / denial report) which may be downloaded from HSN’s INET secure portal to evaluate claim status within HSN. The HSN Helpdesk will redirect companies back to the provider/facility when following claim information is not available:

TCN (patient account number)  
ICN  
DOS  
Claim Type (I or P)

## **Documentation to be Sent to the HSN Helpdesk**

Going forward, all facilities that send HSN documentation to the HSN Helpdesk (i.e., User Agreement, Business Partner Agreement, etc.) are now required to scan these documents and send via email to [HSNHelpdesk@state.ma.us](mailto:HSNHelpdesk@state.ma.us). Thank you for your cooperation.

**If any HSN provider has any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at [HSNHelpdesk@state.ma.us](mailto:HSNHelpdesk@state.ma.us).**