



Managed Care Entity Bulletin 115

DATE: April 2024

TO: Managed Care Entities Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Access to Health Services through Telehealth Options for Members Enrolled in Managed Care Entities**

Applicable Managed Care Entities and PACE Organizations

- Accountable Care Partnership Plans (ACPPs)
- Managed Care Organizations (MCOs)
- MassHealth's behavioral health vendor
- One Care Plans
- Senior Care Options (SCO) Plans
- Program of All-inclusive Care for the Elderly (PACE) Organizations

Background

This bulletin contains updated telehealth policy requirements for Accountable Care Partnership Plans (ACPPs), Managed Care Organizations (MCOs), One Care plans, Senior Care Organizations (SCOs), and the behavioral health vendor (collectively referred to as “managed care entities”). The telehealth requirements stated below align with certain policies that apply to MassHealth's fee-for-service (FFS) program, the Primary Care Clinician (PCC) plan, and Primary Care Accountable Care Organizations (PCACOs) as updated in [All Provider Bulletin 379](#). This bulletin will supersede [Managed Care Entity Bulletin 95](#).

Continued Coverage of Services Delivered via Telehealth

This bulletin, which supersedes Managed Care Entity Bulletin 95 and will remain in effect until superseding guidance is issued, requires managed care entities to maintain a telehealth policy consistent with All Provider Bulletin 379, including but not limited to maintaining policies for coverage of telehealth services no more restrictive than those described in All Provider Bulletin 379.

MassHealth Website

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Questions

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

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