



Managed Care Entity Bulletin 119

DATE: June 2024

TO: Accountable Care Partnership Plans, Managed Care Organizations, One Care Plans, and Senior Care Options Plans Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Access to Out-of-Network Urgent Care Clinics**

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

Overview

The Executive Office of Health and Human Services (EOHHS), through its managed care entities, continues to focus on ensuring appropriate access to care for its members. Understanding there are capacity issues in many emergency departments at hospitals in certain parts of the Commonwealth, EOHHS is expanding access to urgent care settings when appropriate.

This bulletin contains requirements for Accountable Care Partnership Plans (ACPPs), Managed Care Organizations (MCOs), One Care Plans, and Senior Care Options (SCO) Plans for enrollee access to services provided by out-of-network urgent care clinics.

Urgent Care Services Provided Out-of-Network

As further directed by EOHHS, effective for dates of service beginning July 3, 2024, and for 90 days thereafter, EOHHS is requiring ACPPs, MCOs, One Care Plans, and SCO Plans to cover services provided by out-of-network urgent care clinics located in the following counties: Essex, Middlesex, Suffolk, Norfolk, Bristol, Plymouth, Barnstable, Dukes, and Nantucket. As part of implementing this requirement, ACPPs, MCOs, One Care Plans, and SCO Plans must

- update their websites to make enrollees aware of this expanded access to urgent care clinics;

- notify their provider networks of this expanded access;
- develop clear, written processes to implement this requirement;
- make such processes available to urgent care clinics seeking guidance on submitting out-of-network claims; and
- update their websites to inform urgent care clinics of whom they may contact at the ACPP, MCO, One Care Plan, or SCO Plan to receive additional guidance.

ACPPs, MCOs, One Care Plans and SCO Plans are also encouraged to contract with additional providers that may deliver urgent care services – i.e. services that are not emergency or routine services – located in the counties listed above.

EOHHS may extend this requirement beyond the initial 90 days and will notify plans of any such extension via a subsequent bulletin.

MassHealth Website

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Questions

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

- Contact the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711, or
- Email your inquiry to provider@masshealthquestions.com.

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