



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Managed Care Entity Bulletin 129

DATE: May 2025

TO: All Managed Care Entities Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth 

RE: **Important Information About the MassHealth Standardized Encounter Data Program (SENDPro) Project**

Applicable Managed Care Entities and Pace Organizations

- ☒ Accountable Care Partnership Plans (ACPPs)
- ☒ Primary Care Accountable Care Organizations (Primary Care ACOs)
- ☒ 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

MassHealth requires managed care entities (MCEs) to submit post-adjudicated claims, also known as encounter data, to MassHealth, through the flat-file submission protocol. Beginning January 1, 2026, MCEs will be required to submit encounter data through the Standardized Encounter Data Program (SENDPro) application. Submissions must use the industry-standard Electronic Data Interchange (EDI) X12 837 Post Adjudicated Claims Data Reporting (PACDR) format for medical encounters, and the National Council for Prescription Drug Programs (NCPDP) Post Adjudication V51 Standard format for pharmacy encounters. MCEs will have to update their systems to support this transition.

The 837 and NCPDP PACDR are tailored for encounter data and best support MassHealth's data needs in the following ways.

- Migration to the industry-standard EDI X12 837 and NCPDP transaction formats will allow MCEs to streamline submission and quality control for encounter data.
- Adopting the SENDPro platform (cloud and/or SaaS products and services) will enhance MassHealth data-compliance controls and validation, improve maintainability, and reduce costs.
- Improved data accuracy and integrity will support key policy initiatives and state and federal mandates, including Centers for Medicare & Medicaid Services (CMS) managed

care and Transformed Medicaid Statistical Information System (T-MSIS) reporting requirements.

Provider Communications

MCEs must ensure that their provider networks are adequately informed and prepared for the upcoming transition to SENDPro. This includes communicating key timelines and expectations, as well as supporting providers in understanding new data submission requirements so they can submit complete, accurate, and timely encounter data. MCEs should emphasize that validation processes will be more rigorous than current standards, including potential rejections of encounter records until all errors are resolved. MCEs are expected to coordinate with providers to ensure timely responses to any inquiries or data issues as MCEs test the new functionality and business rules throughout the transition, from March 2025 through December 2025.

MassHealth will issue a follow-up bulletin outlining specific configuration and validation requirements for provider data fields and EDI claims submissions to MCEs.

Additional Information

For additional information about the technical specifications used in the SENDPro application, please refer to the implementation guides (IG) published by X12 and NCPDP respectively. Additionally, MassHealth companion guides are a supplement to the mandated X12 Implementation Guide/Technical Report (IG/TR3) and NCPDP Post Adjudication Standard Implementation Guide. The companion guides provide additional MassHealth business needs and cannot replace or include X12 requirements due to licensing copyright laws. A link to the latest draft companion guides can be found at massmas.gov/lists/masshealth-managed-care-encounter-data-companion-guides.

MassHealth Website

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

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Questions?

If you have any questions about this bulletin, please email the SENDPro Communications team at masshealth_sendpro_inquiries@mass.gov.

Resources

Links to acquire the standards

- X12 Licensing Program: x12.org/products/licensing-program
- NCPDP: ncdp.org

Link to latest draft of the MassHealth Managed Care Encounter Data companion guides

- mass.gov/lists/masshealth-managed-care-encounter-data-companion-guides