




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

**MassHealth**  
**Managed Care Entity Bulletin 46**  
**November 2020**

**TO:** All Managed Care Entities and PACE Organizations Participating in MassHealth  
**FROM:** Dan Tsai, Assistant Secretary for MassHealth   
**RE:** **Updated MassHealth Telehealth Policy**

**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 Organizations (SCOs)
- Program of All-inclusive Care for the Elderly (PACE) Organizations

**Background, Overview, and Applicability**

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 plans”) in response to the 2019 novel Coronavirus (COVID-19) outbreak. Organizations in the Program of All-inclusive Care for the Elderly (PACE) should also follow the telehealth guidance in this bulletin.

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 (ACOs). For members enrolled in MassHealth's FFS program, the PCC Plan, or a Primary Care ACO, please refer to MassHealth All Provider Bulletin [303](#) for telehealth policy requirements.

**Continued Coverage of Services Delivered via Telehealth**

In response to the COVID-19 outbreak, MassHealth introduced a telehealth policy that, among other things, permits qualified providers to deliver clinically appropriate, medically necessary MassHealth-covered services to MassHealth members via telehealth (including telephone and live video). Details may be found in All Provider Bulletins [289](#), [291](#), [294](#), [298](#), [303](#) and Managed Care Entity Bulletins [10](#), [21](#), [29](#), and [39](#).

All Provider Bulletin 303, which supersedes All Provider Bulletin 298 as of November 2020, maintains the telehealth policy set forth in All Provider Bulletin 298, except it (1) removes the requirement, previously codified in Appendix A to All Provider Bulletin 298, for the provider to include the CPT code for the service rendered via telehealth in the patient's medical record, (2) provides additional clarification, and (3) extends that policy through March 31, 2021.

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As explained in All Provider Bulletin [303](#), MassHealth is consolidating and restating, with some modifications, MassHealth's current telehealth policy (as reflected in All Provider Bulletins [289](#), [291](#), [294](#), [298](#), [303](#) and Managed Care Entity Bulletins [10](#), [21](#), [29](#), and [39](#)), and extending that policy through March 31, 2021. This extended policy will help ensure members retain access to covered services, promote social distancing, and mitigate the spread of COVID-19 both before and after the expiration of that state of emergency, enabling members to remain in their homes to reduce exposure and transmission, to the extent possible, and to preserve health system capacity. Managed care plans and PACE organizations are required to maintain telehealth flexibility as set forth in All Provider Bulletin [303](#) through March 31, 2021.

**Additional Information**

For the latest Massachusetts-specific information, visit [www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19](http://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19).

The latest Centers for Disease Control and Prevention (CDC) guidance for healthcare professionals is available at [www.cdc.gov/coronavirus/2019-ncov/hcp/index.html](http://www.cdc.gov/coronavirus/2019-ncov/hcp/index.html).

**MassHealth Website**

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

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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, email your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to (617) 988-8974.