



**MassHealth**  
**Managed Care Entity Bulletin 60**  
**May 2021**

**TO:** All Managed Care Entities Participating in MassHealth

**FROM:** Daniel Tsai, Assistant Secretary for MassHealth

**RE:** **Updated MassHealth Telehealth Policy**

### **Applicable Managed Care Entities**

- 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.

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 314 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 [314](#) and Managed Care Entity Bulletins [10](#), [21](#), [29](#), [39](#), and [46](#).

All Provider Bulletin 314, which supersedes All Provider Bulletin 303 as of March 2021, maintains the telehealth policy set forth in All Provider Bulletin 303 and extends that policy 90 days beyond the final date of the Governor's Declaration of a State of Emergency to Respond to COVID-19.

**MassHealth**  
**Managed Care Entity Bulletin 60**  
**May 2021**  
**Page 2 of 2**

This bulletin, which supersedes MCE Bulletin 46, requires managed care plans to maintain such telehealth policy consistent with All Provider Bulletin 314, including but not limited to extending such telehealth policy until 90 days beyond the final date of the Governor's Declaration of a State of Emergency to Respond to COVID-19.

### **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.

To sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, send a blank email to [join-masshealth-provider-pubs@listserv.state.ma.us](mailto:join-masshealth-provider-pubs@listserv.state.ma.us). No text in the body or subject line is needed.

### **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. Managed care plans should submit written questions and comments concerning this bulletin to their contract managers.