



MassHealth
Managed Care Entity Bulletin 68
September 2021

TO: All Managed Care Entities Participating in MassHealth
FROM: Amanda Cassel Kraft, Acting 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 Coronavirus Disease (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, 314, and 324](#) and [Managed Care Entity Bulletins 10, 21, 29, 39, 46, and 60](#).

[All Provider Bulletin 324](#), which supersedes [All Provider Bulletin 314](#) as of September 2021, maintains the telehealth policy set forth in All Provider Bulletin 314 and extends that policy through October 15, 2021.

MassHealth
Managed Care Entity Bulletin 68
September 2021
Page 2 of 2

This bulletin, which supersedes [Managed Care Entity Bulletin 60](#), requires managed care plans to maintain such telehealth policy consistent with [All Provider Bulletin 324](#), including but not limited to extending such telehealth policy through October 15, 2021.

Additional Information

For the latest Massachusetts-specific information, visit 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.

MassHealth Website

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

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Questions

If you have any 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, or fax your inquiry to (617) 988-8974.