




MassHealth
Managed Care Entity Bulletin 74
November 2021

TO: All Managed Care Entities Participating in MassHealth

FROM: Amanda Cassel Kraft, Assistant Secretary for MassHealth 

RE: **Access to Health Services through Telehealth Options for Members Enrolled in Managed Care Entities**

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 327](#) 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, 324, and 327](#) and [Managed Care Entity Bulletins 10, 21, 29, 39, 46, 60 and 68](#).

All Provider Bulletin 327 sets forth MassHealth's updated telehealth policy effective for dates of service on or after October 16, 2021. MassHealth anticipates this policy to remain in place through at least December 31, 2022.

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This bulletin, which supersedes [Managed Care Entity Bulletin 68](#), requires managed care plans to maintain a telehealth policy consistent with [All Provider Bulletin 327](#), including but not limited to maintaining policies for coverage of telehealth services no more restrictive than those described in All Provider Bulletin 327 and through at least December 31, 2022.

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 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.