



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

MassHealth
Managed Care Entity Bulletin 95
January 2023

TO: All Managed Care Entities Participating in MassHealth

FROM: Mike Levine, Acting 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”).

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) as updated in [All Provider Bulletin 355](#). All Provider Bulletin 355 amends and restates [All Provider Bulletin 327 \(Corrected\)](#), and this bulletin will supersede [Managed Care Entity Bulletin 74](#).

Continued Coverage of Services Delivered via Telehealth

[All Provider Bulletin 355](#) sets forth MassHealth's updated telehealth policy effective for dates of service on or after April 1, 2023. This bulletin will remain in effect until superseding guidance is issued. MassHealth anticipates this policy to remain in place through at least September 30, 2023.

This bulletin, which supersedes [Managed Care Entity Bulletin 74](#), requires managed care plans to maintain a telehealth policy consistent with [All Provider Bulletin 355](#), including but not limited to maintaining policies for coverage of telehealth services no more restrictive than those described in All Provider Bulletin 355 and through at least September 30, 2023.

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MassHealth is aware that certain entities began to deny claims without the modifiers 95, V3, and GQ, in accordance with All Provider Bulletin 327 (Corrected) and Managed Care Entity Bulletin 74. However, this bulletin supersedes that guidance. Therefore, all entities that have denied claims with POS code 02 but without modifiers 95, V3, or GQ should reprocess those claims, and pay them as appropriate.

MassHealth Website

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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.