

Commonwealth of Massachusetts

Executive Office of Health and Human Services



MassHealth Eligibility Overview

April 28, 2022

Agenda

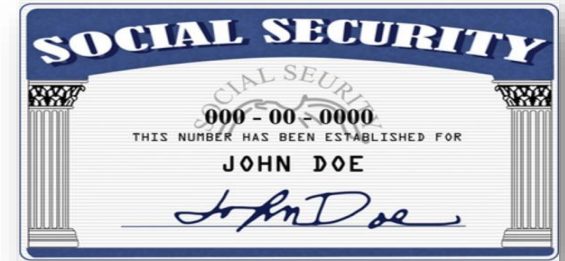
- ☐ MassHealth Mission Statement
- ☐ MassHealth Eligibility Requirements
 - Universal Requirements
 - Citizenship/Immigration
 - Categorical
- ☐ MassHealth Coverage Types

MassHealth Mission Statement

“To improve the health outcomes of our diverse members and their families by providing access to integrated health care services that promote sustainable & equitable health, well-being, independence and quality of life.”

Universal Requirements

- ☐ Residency and Income
- ☐ Social Security Number (SSN)
- ☐ Assignment of Rights to Medical Support and Third-Party Payments
- ☐ Assignment of Third-Party Recoveries
- ☐ Potential Sources of Health Care
- ☐ Utilization of Potential Benefits



Citizenship/Immigration Status

- ☐ Citizens
- ☐ Lawfully Present Immigrants
 - Qualified Noncitizen
 - Qualified Noncitizen Barred
 - Nonqualified Individuals Lawfully Present
 - Nonqualified PRUCOLS
- ☐ Other Noncitizens
- ☐ Protected Noncitizens



Categorical Eligibility

- ☐ Parent
- ☐ Caretaker Relative
- ☐ Adults without Children (21 – 64)
- ☐ Young Adults (19-20)
- ☐ Children (through age 18)
- ☐ Pregnant Women
- ☐ Adults 65 and older
- ☐ Disabled Individuals
- ☐ Individuals who are HIV+
- ☐ Individuals with Breast or Cervical Cancer (BCC)
- ☐ Individuals who are Medically Frail
- ☐ Independent Foster Care Adolescents

Eligibility for Transportation Coverage

Eligible for transportation coverage:

- ☐ MassHealth Standard
- ☐ MassHealth CommonHealth
- ☐ MassHealth CarePlus

Not eligible for transportation coverage:

- ☐ MassHealth Family Assistance
- ☐ MassHealth Premium Assistance
- ☐ MassHealth Limited
- ☐ Senior Buy-In- Qualified Medicare Beneficiaries (QMB)
- ☐ Senior Buy-In- Specified Low-Income Medicare Beneficiary (SLMB)
- ☐ Senior Buy-In Qualified Individual (QI)
- ☐ Children's Medical Security Plan (CMSP)
- ☐ Health Safety Net

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Transportation Services and Operations

Transportation Services

There are two types of transportation services covered by MassHealth:

1. Emergency Ambulance
2. Non-emergency Ambulance, Wheelchair van, and Sedan

Managed Care Entities (MCE) cover Emergency Ambulance

There are two delivery models for non-emergency transportation:

1. Fee for Service (FFS)
Non-emergency Ambulance
2. Brokered/PT-1 wheelchair van and sedan services

Members with MassHealth Standard, CommonHealth, and CarePlus are eligible for non-emergency transportation to MassHealth covered services.

Coverage and Medical Necessity

MassHealth pays for transportation services that meet the requirements of 130 CMR 407.000 when:

- (a) Transportation services are covered under the member's MassHealth coverage type and
- (b) members are traveling to obtain medical services covered under the member's coverage type
- In the case of public transportation and brokered transportation (HST), MassHealth determines those services that are covered by MassHealth.

Noncovered Transportation Services

Noncovered Services. The following are examples of transportation services that are not covered by MassHealth:

- ☐ Transportation to child day-care centers and nurseries
- ☐ Transportation of persons who are elderly or disabled to adult day health programs, except when arranged by special contract with the MassHealth Adult Day Health Program
- ☐ Transportation to schools, summer camps, and recreational programs (for example, swimming classes)
- ☐ Transportation of family members to visit a hospitalized or institutionalized member
- ☐ Transportation to government-agency offices
- ☐ Transportation to visit a child in foster-care placement or in group-care placement
- ☐ Transportation to a medical service that is within 0.75 miles of the member's home or other MassHealth agency-approved point of origin, when the member is able to ambulate freely with or without an escort
- ☐ Transportation to pharmacies to obtain medications

Public Transportation

Public Transportation

- MassHealth pays transportation brokers or FFS transportation providers to furnish transportation services to eligible MassHealth members only when public transportation is not available.
- Public transportation is considered available if *all of the following* criteria are met.
 - (a) Public transportation is accessible and suitable to the member's medical condition and circumstances as determined by MassHealth, unless otherwise indicated by the member's medical provider;
 - (b) Public transportation is operated in the member's locality on a regularly scheduled basis. A wait of up to one hour for a regularly scheduled ride and up to two transfers in transit is considered reasonable; and
 - (c) The public transportation stops (i.e., bus or trolley stop, subway, or commuter rail station) are within 0.75 miles from the member's residence or other authorized point of origin and the destination address.

PT-1 and NETA Overview

A PT-1 is an authorization request form that documents the medical necessity of the non-emergency transportation. Providers will submit this form online, via the Customer Web Portal (CWP), to request wheelchair van or sedan transportation for an eligible MassHealth member.

Information Included in a PT-1 Request:

- Member ID (or Name & DOB), Address
- Submitting Provider
- Treating Provider Name, NPI, Address
- Treatment Type (Day Habilitation, Early Intervention, Substance Abuse Disorder, Other Medical Treatment)
- Treatment Frequency & Duration
- Special Accommodations

NETA stands for the Non-Emergency Transportation Authorization Unit. NETA is a unit within MassHealth Business Support Services (BSS) that processes Provider Requests for Transportation (PT-1s) based on MassHealth guidelines.

Customer Web Portal Overview

The Customer Web Portal (CWP) is a web-based self-service system to submit Provider Requests for Transportation services (PT-1s) and view existing PT-1s.

Customer Web Portal Link:
<https://masshealth.ehs.state.ma.us/CWP/Default>

MassHealth Customer Web Portal and Forms and Publications

Customer Web Portal is for the submission of Provider Requests for Transportation (PT-1) and Forms and Publications ordering.

To schedule a COVID-19 vaccination ride for your member, in the Treater section enter the address information for the vaccination location. Respond to the questions regarding distance and public transportation by entering "COVID Vaccination" in the free text box. Create a New Request and select the treatment type 'Covid-19 Vaccination Ride' and enter the duration (6 months) and frequency (3 visits). If the member requires a caretaker companion to accompany them to their vaccination appointment, you should request an escort on the form. Complete the remaining questions and authorizations, and submit the request. Locality and public transit restrictions are waived for Vaccine appointments. For pending submissions, check the portal periodically for updates. A complete list of vaccine locations can be found in the FAQ section.

The Executive Office of Health and Human Services (EOHHS) has contracted with two transportation brokers to coordinate trips to and from MassHealth-covered health care appointments. Beginning July 1, 2021 MART (Montachusett Regional Transit Authority) will provide transportation to medical appointments for MassHealth members in Western Massachusetts and Northeastern Massachusetts, including the metro Boston area. GATRA (Greater Attleboro Taunton Regional Transit Authority) will provide transportation to medical appointments for MassHealth members in Southeastern Massachusetts, including Cape Cod and the Islands. Members can start scheduling medical trips on June 17, 2021 with either MART or GATRA based on the member's home address. Current PT-1s that are still active have been transferred to the new broker. When completing PT-1s after June 17th providers and members may notice a change in broker assignments from previous PT-1s.

Username

Username is required.

Password

Password is required.

LOG IN



Create New Account →



Forgot Password? →



Forgot Username →

version 0.7

To learn how to create or submit a PT-1, please take our Customer Web (PT-1) Portal Course located on the [MassHealth Learning Management System \(LMS\)](#)

Resources

☐ MassHealth Customer Web Portal Log in page

- <https://masshealth.ehs.state.ma.us/CWP/Default>

☐ MassHealth Transportation Information for Providers

- <https://www.mass.gov/masshealth-transportation-information-for-providers>

☐ MassHealth All Provider Bulletin 339

- <https://www.mass.gov/doc/all-provider-bulletin-339-upcoming-changes-to-masshealth-nonemergency-wheelchair-van-transportation-services-0/download>

☐ MassHealth Provider Training

- <https://www.mass.gov/how-to/masshealth-provider-training>

☐ MassHealth Customer Service

	Long-Term Services and Supports Providers	All Other Provider Types
Phone	(844) 368-5184 (toll free)	(800) 841-2900; TTY: (800) 497-4648
Email	support@masshealthltss.com	providersupport@mahealth.net
Fax	(888) 832-3006	(617) 988-8974