

APPENDIX C-9

Call Referrals

CALL REFERRALS

The Contractor shall transfer or refer the following calls made to the Member and Provider Services department as follows:

Questions about the following shall be transferred to MassHealth Customer Service at 1-800-841-2900 (phone), 617-988-8974 (fax), or providersupport@mahealth.net:

- a. Member enrollment in the PCC Plan or change of PCC;
- b. MH Covered Services, excluding BH Covered Services;
- c. MassHealth Provider enrollment, MassHealth provider file updates, or how to become a PCC Plan PCC;
- d. MassHealth claims payment;
- e. Member access to MH Providers (excluding when part of coordination of care activities);
- f. Authorization of services paid for by MassHealth (excluding services paid for by the Contractor); and,
- g. Transportation authorization.

Questions about the status of a Medical Benefit Request (the MassHealth application for benefits used by families, pregnant women, and those under age 65) or other questions about providing or updating member information related to member eligibility shall be referred to the MassHealth Enrollment Center at 1-888-665-9993.

Questions from Providers regarding Covered Individual's eligibility for MassHealth benefits to MassHealth Eligibility Verification System (EVS). EVS can be accessed through the MassHealth POSC or through the *Automated Voice Response (AVR)*: 1-800-554-0042, but MassHealth Customer Service can assist with callers regarding the EVS access methods. :

Questions regarding pharmacy claims and the Pharmacy Online Processing System (POPS), call 1-866-246-8503.

Questions about prior authorization for pharmacy services to:

University of Massachusetts Medical
School, Drug Utilization Review Program
Commonwealth Medicine
333 South Street
Shrewsbury, MA 01545
1-800-745-7318
1-877-208-7428 (fax)

Questions about MassHealth dental claims and answer providers' and members' questions about the dental program should be forwarded to MassHealth Dental at www.masshealth-dental.net or 1-800-207-5019.

Providers calling about Covered Individual's other insurance coverage, a change in a Covered Individual's health insurance, should be directed to the TPL unit at 888-628-7526. Providers can also fax a TPL indicator form with insurance information to the TPL unit at 617-357-7604

Covered Individuals or Providers calling about estate recovery or casualty recovery should call 1-800-754-1864.

To report fraud, contact the MassHealth Fraud Hotline at 1-877-437-2830.

Refer DMH Consumers and their representatives to DMH for questions concerning services provided by the Department of Mental Health.

Refer all inquiries from the media and legislators to EOHHS.

Refer or transfer all calls not related to the Contractor's responsibilities under the Contract as directed by the Division.