



PHARMACY FACTS

*Current information for pharmacists about
the MassHealth Pharmacy Program*

www.mass.gov/masshealth-pharmacy-facts

Editor: Vic Vangel

Contributors: Aimee Evers, Paul Jeffrey, Kim Lenz, Nancy Schiff, Vic Vangel

Change in Process for DME PA Submissions

MassHealth, in partnership with our third-party administrator (TPA), introduced the prior authorization (PA) functionality to the LTSS Provider Portal for durable medical equipment (DME), prosthetics, orthotics, oxygen and respiratory therapy equipment, and supplies (DMEPOS) in June, 2018.

Since that time, MassHealth and our TPA have engaged with DMEPOS providers through in-person and online trainings, as well as individual outreach in order to assist providers in submitting their DME and oxygen and respiratory therapy equipment PAs through the LTSS Provider Portal.

As of **January 31, 2019**, MassHealth will be closing down the Provider Online Service Center's (POSC) PA functionality for DMEPOS providers. Pharmacies with a DME or oxygen and respiratory therapy equipment specialty will no longer be able to submit their MassHealth DME or oxygen and respiratory therapy equipment PAs through the POSC. Instead, they must use the LTSS Provider Portal. Providers submitting DME and oxygen and respiratory therapy equipment PAs for CCM members must continue to use the POSC.

The process for prescribers requesting PA for drugs has not changed.

MassHealth LTSS Provider Portal Registration Information

In order to register for the MassHealth LTSS Provider Portal you will need to register your account and location. You can access the MassHealth LTSS Provider Portal here:

<https://www.masshealthtss.com>

Once on the main page of the Portal, you will need to click the blue box labeled "Need to Register?"

Every provider service location requires a primary user to be designated for each account. This primary user is responsible for approving, editing, and deleting portal access for his/her location. If you do not have a primary user associated with your account or you wish to become the primary user for your account you will need to register.

After you submit to request to register you will receive a data collection form from the LTSS Portal Administrator, which must be completed and emailed back to LTSS Provider Administrator.

Once that form is received and processed by the LTSS Portal Administrator, the primary user will receive an email indicating that their access was approved and they are now the primary user.

Once the primary user is established, they will receive automated emails indicating a secondary user has requested access. At that time, they will need to login to the MassHealth LTSS Provider Portal using their login credentials and proceed to the user management tab. From here they can see any pending requests and review those requests and approve or deny access to users at each location, as they deem necessary.

Online Training Information

A training guide on how to use the MassHealth LTSS Portal to submit DME and oxygen and respiratory therapy equipment PAs can be accessed as follows:

(cont.)

- Go to the MassHealth LTSS Provider Portal at: <https://www.masshealthltss.com>
- Under **Provider Resources** on the right side of the portal, select **Durable Medical Equipment**
- Once the **Durable Medical Equipment** link opens, select **4. Prior Authorization** under the Overview
- In the Prior Authorization section, click on the word “**here**” in the first line to open the DME Provider Portal Training Guide

If you need help using the LTSS Provider Portal, please contact the LTSS Provider Service Center at (844) 368-5184 or support@masshealthltss.com.