MassHealth

837I
Institutional
Encounter Claims

MassHealth

Standard Companion Guide

837 Post-adjudicated Claims Data Reporting: Institutional

Refers to the Implementation Guides Based on ASC X12N Version 005010X299A1

August 2025

Disclosure Statement

This *MassHealth Standard Companion Guide* ("Companion Guide") serves as a companion document to the corresponding ASC X12N/005010X299A1 837 Post-adjudicated Claims Data Reporting: Institutional and its related Addenda (005010X299A1). MassHealth strongly encourages its Trading Partners to use this Companion Guide in conjunction with the *ASC X12 Implementation Guide* to develop the HIPAA batch transaction. Copies of the ASC X12 Technical Report Type 3s (TR3s) are available for purchase at www.x12.org.

This document supplements but does not contradict, disagree, oppose, or otherwise modify the 005010X299A1 implementation specification in a manner that will make its implementation by users out of compliance. Tables contained in this Companion Guide align with the CAQH CORE v5010 Companion Guide Template. The template is available at www.caqh.org.

About MassHealth

In Massachusetts, the Medicaid and Children's Health Insurance Program (CHIP) are combined into one program called MassHealth. MassHealth provides comprehensive health insurance and dental coverage for eligible individuals, families, and people with disabilities across the Commonwealth of Massachusetts. The program serves over 2.4 million residents in the state. MassHealth's coverage is managed and facilitated through an array of programs, including Fee for Service, accountable care organizations (ACOs), and managed care organizations (MCOs), which enable members to choose the plan that best meets their needs. The agency is nationally recognized for providing high quality care in an innovative and cost-effective manner. See www.mass.gov/masshealth.

MassHealth's Standardized Encounter Data Program (SENDPro)

MassHealth requires that Managed Care Entities (MCE)s submit encounter data to the agency on a bi-weekly basis through its SENDPro solution. See Encounter Submission Guidelines in Section 7 for additional details on submission frequency. SENDPro manages trading partner information, facilitates the exchange of HIPAA ASC X12 and NCPDP transactions, validates HIPAA compliance, and produces acknowledgments for each submitted file. Additional details about SENDPro are detailed below.

Contact for Additional Information

Please note: Updates will be included in future versions of the Companion Guide.

MassHealth Encounter Data Support Services
Email: TBD
Phone Number: TBD

MassHealth Data Warehouse
XXXXX

Preface

This *MassHealth Standard Companion Guide* to the *005010 ASC X12N Technical Report Type 3 Implementation Guide* and associated addenda adopted under Health Insurance Portability and Accountability Act (HIPAA) clarifies and specifies the data content when exchanging transactions electronically with MassHealth. The MassHealth Standard Companion Guide is not intended to convey information that in any way exceeds or replaces the requirements or uses of data expressed in the Implementation Guides. Neither the Executive Office of Health and Human Services nor MassHealth is responsible for any action or inaction, or the effects of such action or inaction, taken in reliance on the contents of this guide.

Contents

1. Introduction

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires MassHealth and all other health insurance payers in the United States to comply with the electronic data interchange (EDI) standards for healthcare as established by the Secretary of the U.S. Department of Health and Human Services (HHS). The ASC X12N implementation guides are the standards of compliance for electronic healthcare transactions.

This document is intended to provide information from MassHealth to its Trading Partners that provides the information necessary to exchange Electronic Data Interchange (EDI) X12 transactions with the agency. This includes information about specific data requirements, registration, testing, and support.

SCOPE

The standard adopted by Health & Human Services (HHS) for electronic healthcare transactions is ASC X12N Version 005010, which became effective January 1, 2012. Although HHS did not mandate the adoption of the Post-Adjudicated Claims Data Reporting transaction, EOHHS has adopted the transaction set to support its encounter data submissions from MassHealth Managed Care Entities (MCE)s. The unique version/release/ industry identifier code for the Post-adjudicated Claims Data Reporting: Institutional (837) transaction is 005010X299A1.

This Companion Guide assumes compliance with all loops, segments, and data elements contained in the 005010X299A1. It defines the requirements for HIPAA transactions submitted to and/or received from MassHealth.

OVERVIEW

MassHealth created this Companion Guide for MassHealth Managed Care Entities (Trading Partners) to supplement the *ASC X12N Implementation Guide*. This guide contains MassHealth-specific instructions related to the following.

- Data formats, content, codes, business rules, and characteristics of the electronic transaction
- Technical requirements and transmission options
- Information on testing procedures that each Trading Partner must complete before transmitting electronic transactions

The information in this document outlines MassHealth's requirements for HIPAA standard electronic encounter data reporting. The following standards are in addition to those outlined in the MassHealth provider manuals. These standards in no way supersede MassHealth regulations.

Where applicable, trading partners must use this guide in conjunction with the information available in your MassHealth provider manual.

REFERENCES

The Implementation Guide specifies in detail the required formats for transactions exchanged electronically with an insurance company, healthcare payer, or government agency. The Implementation Guide contains requirements for the use of specific segments and specific data elements within those segments and applies to all healthcare providers and their Trading Partners. It is critical that your IT staff or software vendor review this document in its entirety and follow the stated requirements to exchange files with MassHealth while maintaining HIPAA compliance.

The Implementation Guides for ASC X12N and all other HIPAA standard transactions are available electronically at www.x12.org. Information about the X12 Licensing Program can be found at x12.org/products/licensing-program.

ADDITIONAL INFORMATION

The intended audience for this document is the technical and operational staff responsible for generating, submitting, receiving, and reviewing electronic healthcare transactions.

2. Getting Started

WORKING WITH MASSHEALTH

Managed Care Entity (MCE) Trading Partners can exchange electronic healthcare transactions with MassHealth by directly uploading and downloading transactions via the SENDPro portal, Secure File Transfer Protocol (SFTP), or system-to-system using the SENDPro's connectivity submission method. Submitters must determine whether they will use SFTP or industry standard, Simple Object Access Protocol (SOAP)/Web Services Description Language (WSDL) or Hypertext Transfer Protocol (HTTP) Multipurpose Internet Mail Extensions (MIME) Multipart Web service to support the submission of encounter data to MassHealth.

After determining the transmission method, each Trading Partner must successfully complete testing of the connectivity protocol and the HIPAA transaction. Additional information regarding testing is noted in the next section of this companion guide. After successful completion of testing, trading partners may exchange production transactions with MassHealth.

TRADING PARTNER REGISTRATION

Trading Partners are required to sign a Trading Partner Agreement (TPA), as described in Section 9. If you have elected to use a third party to perform electronic transactions on your behalf, they will also be required to complete a TPA. If you or your submitter have already completed this form, you are not required to complete it again.

CERTIFICATION AND TESTING OVERVIEW

All MCE Trading Partners that exchange electronic batch transactions with MassHealth must complete Trading Partner testing. At the completion of testing, Trading Partners will receive approval from MassHealth to submit transactions in the production environment.

Test transactions exchanged with MassHealth should include a representative sample of the various types of encounter scenarios that Managed Care Entities would normally submit to MassHealth. This includes typical transactions received from enrolled health plan providers that were then adjudicated by your organization. The size of each test file should be between 25 and 50 transactions.

3. Testing with SENDPro

Each MCE Trading Partner must complete testing. Trading Partner testing includes HIPAA compliance testing, as well as validating the use of conditional, optional, and mutually defined components of the transaction.

SENDPro will process de-identified transactions in a test environment to verify that the file structure and content meet HIPAA standards and MassHealth-specific data and business requirements. MassHealth will also verify the quality of the data submitted within the test files. MCEs will receive responses for every test file submitted. MCEs should review 999 Implementation Acknowledgement and 277 Data Reporting Acknowledgement reports for errors, make the appropriate corrections, and resubmit updated test files. Section 8 of this Companion Guide provides a brief description of the 999 and 277DRA reports.

Please note: Trading partners will not be allowed to submit encounter data transactions in the production environment until they have successfully passed both data quality validation and HIPAA standards testing. Once this testing and certification validation is complete and approved by MassHealth, the Trading Partner may submit transactions to MassHealth's SENDPro for processing.

PRE-TESTING ACTIVITIES

In order for MCEs to submit/receive EDI files, access the SENDPro Portal, and access reports, they will need to be onboarded into the Commonwealth of Massachusetts' Virtual Gateway (VG) and MOVEit applications.

Virtual Gateway Onboarding

The Virtual Gateway (VG) is used to access the SENDPro Portal and reports. MCEs can submit EDI files via the SENDPro Portal. MCEs will need to establish a VG organization ID in the VG. Once a VG organization ID is established, MCE-designated users will be able to be onboarded.

MOVEit Onboarding

MOVEit is used to submit EDI files to MassHealth/SENDPro and also to deliver EDI response messages from MassHealth/SENDPro. Files can be sent through SFTP in MOVEit via a service account or manually through individual user accounts. MassHealth will reach out to MCEs 30-60 days prior to trading partner testing to request business, technical, and test user contact information as part of the Testing Team Roster spreadsheet. Once this information is provided to MassHealth, it is submitted to create a service account and individual user accounts.

File Encryption Key Exchange

EDI files exchanged to and from SENDPro must be PGP encrypted. MassHealth will reach out to MCEs to exchange keys to encrypt/decrypt files submitted to and received from SENDPro.

Please contact MassHealth for further details on VG and MOVEit onboarding activities.

TRADING PARTNER TESTING

MCEs must pass MassHealth's specified testing scenarios before they can be certified to submit encounters to SENDPro in production. MCEs are required to submit test files in multiple submissions for every MCE product: one set for MCO/ACO, one set for SCO, and one set for One Care (when applicable). Paid, partially denied, and fully denied files are expected to be submitted for each submission, except for the error test file submission.

MassHealth may require additional test submissions or additional test scenarios depending on the quality of data received from the outlined submission rounds. Additionally, if MCEs identify additional test submissions or additional test scenarios for inclusion, please inform MassHealth to coordinate the timing and sequencing of other activities.

MCEs are expected to provide claims associated with select test scenarios for each claim type to evaluate the readiness of MCEs to submit data in Production. The suggested lookback period for providing scenario examples is two years before the testing period. However, if no claims can be found within this period, we highly recommend looking back five years, rather than mocking up the data to meet the scenario. If needed, please consult the SENDPro team for further guidance if you are unable to source data for certain scenarios.

Note that a submission is considered a failure in the following scenarios. The MCE would need to resubmit the file(s) in order to proceed.

(1) The full file is rejected.

(2) All records are rejected.

(3) Fewer than 50% of records are accepted (with the exception of the first Submission).

MassHealth will provide documentation on Trading Partner Testing specifications. Please contact MassHealth for full details on Trading Partner Testing scenarios.

4. Connectivity with SENDPro/Communications

This section outlines how MCE Trading Partners may connect and communicate with MassHealth to exchange ASC X12N-formatted batch transactions via SENDPro.

TRANSMISSION ADMINISTRATIVE PROCEDURES

System Availability

The system is typically available 24 hours a day, seven days a week, except for scheduled maintenance windows. Please ensure that files are submitted only from 8 a.m. ET Monday to 6 p.m. ET Friday. Files submitted after 6 p.m. ET Friday will undergo processing once SENDPro completes its maintenance window.

Transmission File Size

Transmission sizes are defined based on the following factors.

- Number of Segments/Records allowed by HIPAA Standards
- HIPAA-standard ST-SE envelope transaction size limitations (maximum of 5000 CLM segments)
- File size limitations (to be updated in future versions of the Companion Guide)

MassHealth expects that the files will only have one ISA/IEA and one GS/GE per EDI file.

Please note that SENDPro does not unzip or decompress files. Transmit all files in an unzipped or uncompressed format.

Transmission Errors

Upon the submission of the file by the trading partner and its successful reception by SENDPro, responses in the form of TA1 and 999 acknowledgment transactions are generated within one hour of file ingestion. These generated responses will be deposited into the relevant folder on the trading partner's SFTP server.

SENDPro generates positive 999 acknowledgements if the submitted file meets HIPAA standards related to syntax and data integrity. For files that do not meet the HIPAA standards, trading partners are sent a negative TA1 and/or negative 999 describing the validation error(s).

Production File-Naming Convention

For Inbound transactions, use the below naming convention

senderid_transtype_datetime_env_adj.ext

- **senderid** is the PID/SL of the trading partner who is sending or receiving the file, in lower case.
- **transtype** is pacdri.
- **datetime** is the datetime of the file submission, in MMDDYYYYhhmmss format, using 24-hour format in Eastern time (GMT-5).
- **env** is the environment in which the file is to be processed. Allowable values include the following.
    - prod
    - test
- **adj** is the adjudication type for the files. Allowable values are:
    - pd (for files containing only claims with Paid adjudication status)
    - fd (for files containing only claims with Fully Denied adjudication status)
    - pa (for files containing only claims with Partially Denied adjudication status)
- **ext** is the extension for the file. Allowable values include the following.
    - .edi
    - .pgp
    - .edi.pgp

For example, a paid production 837I file submitted on January 4, 2024, at 2:30 p.m. EST, by a Trading Partner with a ten-digit PID/SL: of "110025617D" might be named the following.

110025617d_pacdri_01042024143000_prod_pd.edi

If a file is intended for a specific request, it is essential to include this specificity in the naming convention to facilitate easy identification of the file, by using an alpha suffix. This is only to be used for applicable pre-approved MassHealth defined projects and will be communicated directly to MCEs. In the case of this process, the naming convention is as follows.

senderid_transtype_datetime_env_adj_xxx.ext

The three-character alpha suffix *xxx* defines the exception when needed.

RETRANSMISSION PROCEDURE

SENDPro does not require any identification of a previous transmission of a file. SENDPro processes each file independently of other files; therefore, all files sent should be marked as original transmissions.

COMMUNICATION PROTOCOL SPECIFICATIONS

SENDPro offers Council for Quality Healthcare Committee on Operating Rules for Information Exchange (CAQH CORE) connectivity submission methods using one of the two Envelope Standards: HTTP MIME Multipart or Simple Object Access Protocol (SOAP)/Web Services Description Language (WSDL). However, this rule is not intended to require trading partners to remove existing connections that do not match the rule, nor is it intended to require that all CAQH CORE trading partners must use one of these methods for all new connections. SENDPro provides the following methods for submitting batch EDI transaction files.

CONNECTIVITY SUBMISSION METHOD

MCE trading partners can send 837 Encounters Transactions to MassHealth using one or both of the following methods.

- Batch using Secure File Transfer Protocol (SFTP): MCEs submit files directly to MOVEit folders via a MOVEit service account.
- SENDPro Web Portal (MFTP - MOVEit File Transfer protocol): MCE users log in to the Virtual Gateway (VG) and navigate to the SENDPro Portal to access MOVEit through their user account to manually upload or download files.

Please refer to communications from MassHealth MCE Communications for additional details.

5. Contact Information

EDI CUSTOMER SERVICE

MassHealth Encounter Data Support Services

Days Available: Monday through Friday
Time Available: TBD
Email: TBD
Phone: TBD
Fax: TBD

EDI TECHNICAL ASSISTANCE

MassHealth Encounter Data Technical Support Services

Days Available: Monday through Friday
Time Available: TBD
Email: TBD
Phone: TBD
Fax: TBD

Please note: Support for Trading Partner Testing will be communicated by MassHealth prior to testing commencement. Further details will be provided in the next version of the Companion Guide.

APPLICABLE WEBSITES/EMAIL

Accredited Standards Committee (ASC X12)

- ASC X12 develops and maintains standards for interindustry electronic interchange of business transactions. See www.x12.org.

Centers for Medicare & Medicaid Services (CMS)

- CMS is the agency within HHS that administers the Medicare and Medicaid programs. CMS provides the Electronic Health Care Transactions and Code Sets standards at https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/HIPAA-ACA/index.

Committee on Operating Rules for Information Exchange (CORE)

- A multiphase initiative of CAQH, CORE is a committee of more than 100 industry leaders who help create and promulgate a set of voluntary business rules focused on improving physician and hospital access to electronic patient insurance information at or before the time of care. See www.caqh.org.

Council for Affordable Quality Healthcare (CAQH)

- CAQH is a nonprofit alliance of health plans and trade associations, working to simplify healthcare administration through industry collaboration on public-private initiatives. Through two initiatives – the Committee on Operating Rules for Information Exchange (CORE) and Universal Provider Data source (UPD) – CAQH aims to reduce administrative burden for providers and health plans. See www.caqh.org.

MassHealth (MH)

- The MassHealth website assists providers with HIPAA billing and policy questions, as well as enrollment support. See www.mass.gov/masshealth.

National Committee on Vital and Health Statistics (NCVHS)

- The National Committee on Vital and Health Statistics was established by Congress to serve as an advisory body to the U.S. Department of Health and Human Services on health data, statistics, and national health information policy. See www.ncvhs.hhs.gov/.

National Council of Prescription Drug Programs (NCPDP)

- The NCPDP is the standards and codes development organization for pharmacy. See www.ncpdp.org.

Washington Publishing Company (WPC)

- WPC is a resource for HIPAA-required transaction implementation guides and code sets. See http://www.wpc-edi.com/.

6. Control Segments/Envelopes

ISA (INTERCHANGE CONTROL HEADER)

This section describes MassHealth's use of the interchange control segments. It includes the expected sender and receiver codes, authorization information, and delimiters. All ISA segments within a single file must be consistent with the exception of the date/time and control # data elements. The chart below and all charts in this document align with the CAQH CORE v5010 Companion Guide Template format. The template is available at www.caqh.org.

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
C.3	----	ISA	Interchange Control Header		
C.4	-----	ISA01	Authorization Information Qualifier	00	
C.4	-----	ISA02	Authorization Information		10 blank spaces
C.4	-----	ISA03	Security Information Qualifier	00	
C.4	-----	ISA04	Security Information		10 blank spaces
C.4	-----	ISA05	Interchange ID Qualifier	ZZ	
C.4	-----	ISA06	Interchange Sender ID		Trading Partner ID assigned by MassHealth (10-character MMIS PID/SL - provider ID/service location). See Section 7 for additional guidance for parent/affiliate MCEs.
C.5	-----	ISA07	Interchange ID Qualifier	ZZ	
C.5	-----	ISA08	Interchange Receiver ID	DMA7384	Post-adjudicated claims from MassHealth Managed Care Entities

GS (FUNCTIONAL GROUP HEADER)

This section describes MassHealth's use of the functional group control segments. It includes the expected application sender and receiver codes. All GS segments within a single file must be consistent with the exception of the date/time and control # data elements.

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
C.7	-----	GS02	Application Sender's Code		Trading Partner ID assigned by MassHealth (10-character MMIS PID/SL - provider ID/service location). See Section 7 for additional guidance for parent/affiliate MCEs.
C.7	-----	GS03	Application Receiver's Code	DMA7384	Post-adjudicated claims from MassHealth Managed Care Entities

7. MassHealth-Specific Business Rules and Limitations

This section describes MassHealth's business rules, including for the following examples.

- Reporting specific scenarios such as coordination of benefits (COB); amounts paid; reporting voids and adjustments; and populating provider identification numbers
- Communicating payer specific edits

Before submitting encounter claims to MassHealth, please review the appropriate HIPAA implementation guide and MassHealth companion guide to ensure the X12 transaction will comply with MassHealth's requirements.

The following sections outline recommendations, instructions, and conditional data requirements for claims submitted to MassHealth. This information is designed to help Trading Partners construct transactions in a manner that will allow MassHealth to efficiently process claims.

ENCOUNTER-SUBMISSION GUIDELINES

ST/SE segments within transactions submitted to MassHealth must not contain more than 5,000 encounters. Submissions larger than 5,000 will be rejected.

MassHealth requires Trading Partners to submit encounter files on a bi-weekly basis until a minimum of six months have passed since production implementation. At that time MassHealth will confirm the expected file submission frequency going forward (consult with MassHealth for the transition period guidelines). When constructing the file, submitters should order encounters by their adjudication dates. Encounters must be sorted chronologically by the adjudication date in the DTP segment – Claim Check or Remittance Date under loop 2330B, as failure to do so may lead to rejections due to void and adjustment sequencing within the same file. Note that duplicate claims submitted to MassHealth, in the same or in separate files, will result in rejections.

MassHealth will accept EDI files submitted within the bi-weekly period only for submissions of claims that were previously rejected by MassHealth.

Transactions should be submitted to MassHealth only to directly support services that have or will be provided directly to MassHealth members. MassHealth strongly encourages all submitters to ensure that redundant or excessive transactions are not submitted for processing.

ENCOUNTER SENDER/SUBMITTER IDS

For Encounter submissions, SENDPro supports the following three approaches.

- Parent organizations submitting on their own behalf
- Parent organizations submitting files on behalf of their affiliates
- Affiliates independently submitting their own files

All alpha characters in the PID/SL of sender and submitter IDs within the EDI file must be uppercase.

See Appendix C for detailed examples of all three options.

Please note: Additional details will be provided in future versions of the Companion Guides.

TRANSFORMED MEDICAID STATISTICAL INFORMATION SYSTEM (TMSIS)

MassHealth is required to submit TMSIS information to the Centers for Medicare & Medicaid Services (CMS) on a monthly basis. That information includes both medical and pharmacy managed care encounter data. The encounter data that MCEs submit to MassHealth is integral to the completeness and accuracy of that information. Furthermore, CMS requires and assesses completeness and accuracy of critical data elements that must be included in every relevant encounter when applicable. MCEs must submit any/all federally required TMSIS data within the transaction in order to ensure compliance. However, it's especially important that the following data elements are included in every applicable encounter data submission to MassHealth.

Data Element	Notes
Provider ID/Service Location (PID/SL)	For Billing, Attending, Referring, and Rendering
Detail and Total Medicaid Paid Amounts	For all claim types
Revenue Codes on all Detail lines	For 837I claims
Detail and Total Allowed Amounts	For all claim types
Revenue Charges on all Detail Lines	For 837I claims
Detail and Total Billed Amounts	For all claim types
Provider Taxonomy	For Billing on all claim types except Pharmacy
Medicare Paid, Deductible, Copay, and Coinsurance Amounts	For all claim types
Present and Valid NPI values	For all provider types (Billing, Attending, Referring, Rendering, Operating, etc.)

NATIONAL PROVIDER IDENTIFIER (NPI) AND TAXONOMY CODE

MassHealth expects the provider's National Provider Identifier (NPI) in the appropriate NM109 data element and the taxonomy code in the appropriate PRV data element. Trading partners are required to populate all NPIs and taxonomy codes when known and within IG standards. This is true for all provider loops that are utilized within the transaction, except for in the Service Facility Location loop (L2310E) where NM108 and NM109 remain situational in alignment with Implementation Guide standards and as specified in this MassHealth Companion Guide. SENDPro validates that taxonomy is valid as per National Uniform Claim Committee (NUCC) source.

If you are an atypical provider and do not have an NPI, submit your Internal Provider ID (G2), Internal Provider Location ID (G2), and MassHealth provided PID/SL (G2 or LU), in the appropriate Reference Identification (REF) segment according to the rules below.

Do not submit Provider Social Security Numbers (SSNs) in your encounter data submission. Provider SSNs should never be submitted to MassHealth.

SECONDARY PROVIDER IDENTIFIERS

In addition to the NPI, MassHealth expects Managed Care Entities to populate all secondary provider identifiers in the allowable and appropriate REF segments. This includes the following.

Qualifier	IG Definition	MassHealth Description
G2	Provider Commercial Number	**Internal Provider Number** MCEs must populate G2 with the Internal Provider number, Internal Provider Location ID, and the MassHealth PID/SL in the event the LU qualifier is not available within a segment and the PID/SL is known. A description of how to populate the date element is shown below. Internal Provider Number<space>Internal Provider Location ID<space>PID/SL Include PID/SL when known and in accordance with the CMS Medicaid and CHIP Managed Care Final Rule. All alpha characters in the PID/SL must be uppercase. Note that the maximum length for the entire REF02 field is 50 characters, including spaces. ***Details are specified in each Provider ID data element in the Section 10 table.***
LU	Location Number	**PID/SL** MCEs must populate LU with the MassHealth PID/SL when known. In the event the LU qualifier is not available within a segment, MCEs must populate G2 with the Internal Provider Number, the Internal Provider Location ID, and the MassHealth PID/SL (if known) as described above. Note that the maximum length for the entire REF02 field is 50 characters, including spaces. All alpha characters in the PID/SL must be uppercase. ***Details are specified in each Provider ID data element in the Section 10 table.***
0B	State License Number	**State License Number** MCEs must populate the State License Number when known. Note that the maximum length for the entire REF02 field is 50 characters, including spaces. ***Details are specified in each Provider ID data element in the Section 10 table.***

ORIGINAL, VOID, AND ADJUSTMENT/REPLACEMENT TRANSACTIONS – OVERPAYMENT RECOVERIES

MassHealth requires MCEs to clearly document adjustments, overpayments, and recoveries by submitting void and replacement encounter data transactions. MassHealth strongly recommends that MCEs submit voids to document a full recovery of a paid transaction and adjustments to document a partial recovery of a paid transaction.

VOID AND ADJUSTMENT/REPLACEMENT TRANSACTIONS

MassHealth strongly recommends that MCEs follow the approach below to report adjustments, overpayments, and recoveries. Note that failure to follow these instructions by attempting to void/adjust a claim with no original or by attempting to adjust the same original more than once will result in rejections.

Void Transactions: to be used for a full recovery

- Use Claim Frequency Type "8" in Loop 2300 CLM05-03 to completely void/cancel the paid or partially paid transaction. This will ensure a complete void of a previously submitted claim.

Adjustment/Replacement Transactions: to be used for a partial recovery

- Use Claim Frequency Type "7" in Loop 2300 CLM05-03 to adjust or modify a previously paid or partially paid transaction.

Upon receipt of a void or replacement transaction, MassHealth will validate the following.

- The adjustments/voids are linked to the original claim.
- The appropriate Adjustment Reason Codes are used in Provider Overpayment Scenarios.
- The adjustments are properly updated across header and detail lines to maintain overall claim integrity.

Please note: All validations will occur at the time of 837 encounter claims intake and post-837 intake at the MassHealth DW.

Follow guidance in Appendix B. Business Scenarios and Appendix C. Transmission Examples to construct adjustments and voids. This guidance reflects the daisy chain process and how to reference and tie back to a previous submission. SENDPro only expects to receive the PACDR 837 from MCEs and will return the corresponding 277DRA.

For adjustments (Frequency Code = 7), MassHealth has revised the original restriction of having same number of lines in the daisy chain and will now accept claims submitted (in daisy chain) with different number of lines.

Note that for Voids (Frequency code = 8), they should still have the same number of lines as the original/adjusted claims that they are voiding.

In SENDPro, there are two ways to process "Paid" and "Partially Denied" amendments.

- Submit an amendment as an adjustment with Frequency code 7 (with correct daisy chain).
- Submit a void to the claim that is being corrected by the amendment claim and then submit an original claim with the amended information. (Note that amendments to denied claims are not accepted.)

COORDINATION OF BENEFITS (COB)

COB Claims

MCE trading partners should report all instances of COB scenarios received by providers in their encounter submissions in the 2320 loop. Information such as the other payer's adjudication amounts and details, subscriber/patient details, line- item details, and adjustment reason codes (using standard claim adjustment reason codes – CARCs) must be reported in the appropriate data elements. It is important to note that the Submitter ID/PIDSL in 1000A NM109 must match the MCE adjudication information under 2330B NM109. Appendices B and C provide business scenario examples for reporting COB.

COB Claims with Medicare

MCE trading partners should report all instances of Medicare COB scenarios received by providers in their encounter submissions. It is important to note that Medicare information must be reported even when Medicare has paid in full and the MCE to-be-paid balance is zero. In addition, Medicare adjudication must be reported even when Medicare does not pay. Appendices B and C provide business scenario examples for reporting COB from Medicare.

DENIED AND PARTIALLY DENIED CLAIMS

MassHealth requires denied and partially denied claims to be submitted in two separate files from paid claims.

Denied claims should be populated where 2300 CN104 Contract Code = D and CAS02 Claim Adjustment Reason Codes populated appropriately. For denied claims files, SENDPro validates Strategic National Implementation Process (SNIP) 1 and 2, and that the claim was paid at $0.

Partially denied claims should be populated where 2300 CN104 Contract Code = R and CAS02 Claim Adjustment Reason Codes populated appropriately for denied lines, as well as for paid lines where appropriate. SENDPro validates SNIP 1 and 2 of denied claim lines, and SNIP 1, 2, 5, and 7 of paid claim lines.

CLAIM ADJUSTMENT REASON CODES (CARCs)

MassHealth/SENDPro will be using active standard Claim Adjustment Reason Codes (CARCs) from X12 External Codes Source 139. The assumption is that all MCEs follow industry and X12 validation standards and produce appropriate denials from their respective adjudication systems. MassHealth expects MCEs to adhere to the guidelines for populating CARCs referenced in the MassHealth CARC Memo published on the MassHealth site: MassHealth Managed Care Encounter Data Companion Guides | Mass.gov.

BUNDLED CLAIMS

Managed Care Entities must appropriately identify and populate all data elements on their encounter submissions when reporting bundled payments.

- Include the LX Assigned Number of the service line in which the service line was bundled in SVD06.
- Use "04" Bundled Pricing in HCP01 Pricing Methodology.

RECORD INDICATORS IN PACDR FORMAT

Below is guidance for translating Record Indicators from the proprietary format to the PACDR-Professional standard.

Fee-for-Service (FFS)

- When the claim is fully Fee-for-Service (FFS), MCEs should use Contract Type = 04 at the header, Pricing Methodology per standard at the header and line level, and CARC per standard or MassHealth guidance at the header and line level.
- When the claim has a mix of FFS and other payment arrangements, MCEs should populate Contract Type = 09 at the header.
    - When the claim has a mix of FFS and Primary Care Sub-Capitation (Sub-Cap) or Alternative Payment Methodology (APM) lines, MCEs should populate Pricing Methodology and CARC at the header and
    - When the claim has a mix of FFS and payment arrangements other than Sub-Cap or APM, MCEs should populate Pricing Methodology and CARC at the header and line level as applicable in their system.
- All amounts will be submitted in their corresponding fields per X12 Implementation Guide (IG).

Payment Arrangement	Multiple Arrangements[1]	Line Type	Contract Type	Pricing Methodology	CARC[2]
FFS	No	Header	04	Per Standard	Per Standard or MassHealth Guidance
FFS	No	Line	N/A	Per Standard	Per Standard or MassHealth Guidance
FFS	Yes	Header	09	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance
FFS	Yes	Line	N/A	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance

Per Diem

- When the claim is fully Per Diem, MCEs should use Contract Type = 02 at the header, Pricing Methodology per standard at the header and line level, and CARC per standard or MassHealth guidance at the header and line level.
- When the claim has a mix of Per Diem and other payment arrangements, MCEs should populate Contract Type = 09 at the header.
    - When the claim has a mix of Per Diem and Sub-Cap or APM lines, MCEs should populate Pricing Methodology and CARC at the header and line level per Sub-Cap or APM policy.
    - When the claim has a mix of Per Diem and payment arrangements other than Sub-Cap or APM, MCEs should populate Pricing Methodology and CARC at the header and line level as applicable in their system.
- All amounts will be submitted in their corresponding fields per X12 IG.

[1] "Multiple arrangements" refers to a claim that contains lines representing more than one payment arrangement.
[2] See https://x12.org/codes/claim-adjustment-reason-codes for full list of CARC (CAS02) values.

Payment Arrangement	Multiple Arrangements[1]	Line Type	Contract Type	Pricing Methodology	CARC[2]
Per Diem	No	Header	02	Per Standard	Per Standard or MassHealth Guidance
Per Diem	No	Line	N/A	Per Standard	Per Standard or MassHealth Guidance
Per Diem	Yes	Header	09	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance
Per Diem	Yes	Line	N/A	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance

Diagnosis Related Group (DRG)

- When the claim is fully DRG, MCEs should use Contract Type = 01 at the header, Pricing Methodology per standard at the header and line level, and CARC per standard or MassHealth guidance at the header and line level.
- When the claim has a mix of DRG and other payment arrangements, MCEs should populate Contract Type = 09 at the header.
    - When the claim has a mix of DRG and Sub-Cap or APM lines, MCEs should populate Pricing Methodology and CARC at the header and line level per Sub-Cap or APM policy.
    - When the claim has a mix of DRG and payment arrangements other than Sub-Cap or APM, MCEs should populate Pricing Methodology and CARC at the header and line Level as applicable in their system.
- All amounts will be submitted in their corresponding fields per X12 IG.

Payment Arrangement	Multiple Arrangements[1]	Line Type	Contract Type	Pricing Methodology	CARC[2]
Diagnosis Related Group (DRG)	No	Header	01	Per Standard	Per Standard or MassHealth Guidance
Diagnosis Related Group (DRG)	No	Line	N/A	Per Standard	Per Standard or MassHealth Guidance
Diagnosis Related Group (DRG)	Yes	Header	09	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance
Diagnosis Related Group (DRG)	Yes	Line	N/A	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance

Alternative Payment Methodology (APM)

Please note that MassHealth approval is required to implement an Alternative Payment Methodology (APM) arrangement.

The cost of approved APMs should be spread across relevant claims for the performance period in the “Amount Paid” field.

- When the claim is fully APM, MCEs should use Contract Type = 05 at the header, Pricing Methodology = 10 at the header and line level, and CARC = 24 at the header and line level.
- When the claim has a mix of APM and Sub-Cap lines only:
    - MCEs should use Contract Type = 05 at the header.

    - MCEs should use Pricing Methodology = 10 at the header and the appropriate Pricing Methodology for APM (Pricing Methodology = 10) or Sub-Cap (Pricing Methodology = 07) at the line level.
    - MCEs should use CARC = 24 at the header and line level.
- When the claim has a mix of APM and at least one or more non-Sub-Cap lines:
    - MCEs should populate Contract Type = 09 at the header.
    - MCEs should populate Pricing Methodology = 10 at the header and the appropriate Pricing Methodology for APM (Pricing Methodology = 10), Sub-Cap (Pricing Methodology = 07), or other payment arrangement (per standard) at the line level.
    - MCEs should populate CARC at the header per standard or MassHealth guidance. Populate the appropriate CARC for APM (CAS02 = 24), Sub-Cap (CAS02 = 24), or other payment arrangement (per standard or MassHealth guidance) at the line level.
- All amounts will be submitted in their corresponding fields per X12 IG.

Payment Arrangement	Multiple Arrangements[1]	Line Type	Contract Type	Pricing Methodology	CARC[2]
Alternative Payment Methodology (APM)	No	Header	05	10	24
Alternative Payment Methodology (APM)	No	Line	N/A	10	24
Alternative Payment Methodology (APM)	Yes (with Sub-Cap only)	Header	05	10	24
Alternative Payment Methodology (APM)	Yes (with Sub-Cap only)	Line	N/A	Per Standard or MassHealth Guidance	24
Alternative Payment Methodology (APM)	Yes (with 1 or more non-Sub-Cap lines)	Header	09	10	Per Standard or MassHealth Guidance
Alternative Payment Methodology (APM)	Yes (with 1 or more non-Sub-Cap lines)	Line	N/A	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance

Note: Multiple CARCs can be submitted at both the header and line levels; however, if CARC 24 is indicated, it must be included on at least one of the lines.

Primary Care Sub-Capitation

Please note that Primary Care Sub-Capitation detail lines must meet the zero-pay criteria of the Primary Care Sub-Capitation program. MCEs must report $0 in “Amount Paid” and the value in “Amount Allowable” that is applicable in their systems for these detail lines.

- When the claim is fully Sub-Cap, the MCE should use Contract Type = 05 at the header, Pricing Methodology = 07 at the header and line level, and CARC = 24 at the header and line level.
- When the claim has a mix of Sub-Cap and APM lines only:
    - MCEs should use Contract Type = 05 at the header.
    - MCEs should use Pricing Methodology = 10 at the header and the appropriate Pricing Methodology for APM (Pricing Methodology = 10) or Sub-Cap (Pricing Methodology = 07) at the line level.
    - MCEs should use CARC = 24 at the header and line level.
- When the claim has a mix of Sub-Cap and one or more non-APM lines:
    - MCEs should populate Contract Type = 09 at the header.
    - MCEs should populate Pricing Methodology = 10 at the header and the appropriate Pricing Methodology for Sub-Cap (Pricing Methodology = 07), APM (Pricing Methodology = 10), or other payment arrangement (per standard) at the line level.

- MCEs should populate CARC at the header per standard or MassHealth guidance. Populate the appropriate CARC for Sub-Cap (CAS02 = 24), APM (CAS02 = 24), or other payment arrangement (per standard or MassHealth guidance) at the line level.
- All amounts will be submitted in their corresponding fields per X12 IG.

Payment Arrangement	Multiple Arrangements[1]	Line Type	Contract Type Error! Bookmark not defined.	Pricing Methodology Error! Bookmark not defined.	CARC[2]
Diagnosis Related Group (DRG)	No	Header	05	07	24
Diagnosis Related Group (DRG)	No	Line	N/A	07	24
Diagnosis Related Group (DRG)	Yes (with APM only)	Header	05	10	24
Diagnosis Related Group (DRG)	Yes (with APM only)	Line	N/A	Per MassHealth Guidance	24
Diagnosis Related Group (DRG)	Yes (with 1 or more non-APM lines)	Header	09	10	Per Standard or MassHealth Guidance
Diagnosis Related Group (DRG)	Yes (with 1 or more non-APM lines)	Line	N/A	Per Standard or MassHealth Guidance	Per Standard or MassHealth Guidance

Note: Multiple CARCs can be submitted at both the header and line levels; however, if CARC 24 is indicated, it must be included on at least one of the lines.

SERVICE CATEGORY CODE

Follow the guidance below for submitting the service category code.

1. Submit Service Category code based on the proprietary format tables listed below.
2. Service category is not needed on Dental and Pharmacy claims.
3. **For Professional claims**:
    a. Enter the service category at the line level only as follows (*do **not** enter NTE in loop 2300*):
        Loop: 2400
        Segment: NTE – LINE NOTE
        Data Element: NTE01= ADD and enter service category value in **NTE02** for each line
4. **For Institutional claims**:
    a. Enter the service category information at the header level for each claim as follows:
        Loop: 2300
        Segment: NTE – CLAIM NOTE
        Data Element: NTE01= UPI and enter service category value in NTE02
    b. When the claim has multiple lines, enter up to 20 service categories (as applicable) separated by space and must be ordered by line number, where each service line is accurately associated with one service category
    c. If the claim has more than 20 lines, for each additional set of 20 lines, repeat the NTE – CLAIM NOTE segment and enter the information as mentioned above to cover the rest of the lines associated with the claim, which were not covered by the first set of 20, also separated by space and ordered by line number

i. The maximum number of NTE segments repeat up to 10 times, which can accommodate service categories for up to 200 lines.
ii. Note: MassHealth is aware that some institutional claims can have over 200 lines and that MCEs will not be able to submit the service category beyond the 200 lines.

See Appendix B and C for an example.

Service Category Using the 4B Reporting Groups

Value	Description
1	Capitated Physician Services
2	Fee For Service Physician Services
3	Behavioral Health – Inpatient Services
4	Behavioral Health – Diversionary Services *
5	Behavioral Health – Emergency Services Program (ESP) Services
6	Behavioral Health – Mental Health Outpatient Services *
7	Behavioral Health – Substance Abuse Outpatient Services *
8	Behavioral Health – Other Outpatient Services *
9	Facility- Medical/Surgical
10	Facility- Pediatric/Sick Newborns
11	Facility- Obstetrics
12	Facility- Skilled Nursing Facility/Rehab
13	Facility- Other Inpatient
14	Facility- Emergency Room
15	Facility- Ambulatory Care
16	Prescription Drug
17	Laboratory
18	Radiology
19	Home Health
20	Durable Medical Equipment
21	Emergency Transportation
22	Therapies
23	Other (Please use this for Vision and Dental claims)
24	Other Alternative Care
25	Mental Health and Substance Abuse Outpatient Services (*MBHP Only)
26	Outpatient Day Services (*MBHP Only)
27	Non-ESP Emergency Services (*MBHP Only)
28	Behavioral Health –Diversionary Services – 24-Hour
29	Behavioral Health – Diversionary Services – Non-24-Hour
30	Behavioral Health –Standard Outpatient Services
31	Behavioral Health –Other Services
32	Behavioral Health – Intensive Home or Community Based Outpatient Services for Youth (*Please note this new category is where all CBHI services, except youth mobile crisis intervention would be listed. Youth mobile crisis intervention would be considered part of the Emergency Services Program Services.)*

* Note: Use these categories only for the claims with Dates of Service before 07/01/2010.

Service Category Using SCO and One Care reporting groups

Value	Description	SCO	One Care
301	Hospital Inpatient	Yes	Yes
302	Behavioral Health (BH) Hospital Inpatient	Yes	Yes
303	Hospital Outpatient	Yes	Yes
304	Behavioral Health (BH) Hospital Outpatient	Yes	Yes
305	Professional	Yes	Yes
306	Vision	Yes	Yes
307	Dental	Yes	Yes
308	Therapy	Yes	Yes
309	Pharmacy/Drugs	Yes	Yes
309B	Pharmacy/Drugs (non-Part D) GROSS	Yes	Yes
310	Laboratory, Radiology, Testing	Yes	Yes
311	Institutional Long-Term Care	Yes	Yes
314	Transportation	Yes	Yes
315	Medical Equipment	Yes	Yes
316	Hospice	Yes	Yes
317	Case Management	Yes	Yes
318	Other Miscellaneous	Yes	Yes
320	Personal Care Attendant (PCA)	Yes	Yes
325	Home Health	Yes	Yes
330	Adult Foster Care (Including GAFC)	Yes	Yes
335	Adult Day Health	Yes	Yes
340	Day Habilitation	Yes	Yes
345	Frail Elder Waiver (FEW) Services	Yes	No
347	All Other Community LTC	Yes	Yes
350	ASAPs	Yes	Yes

ADDITIONAL COMMERCIAL STANDARD CODE SET VALIDATIONS

SENDPro validates values populated for the following code sets within the EDI files, where applicable.

Code	Name	Validation Type
CS-130-P	HCPCS Procedure	Dictionary Lookup based on Date of Service
CS-130-Q	HCPCS Modifier	Dictionary Lookup
CS-132-T	NUBC Occurrence	Dictionary Lookup based on Date of Service
CS-132-U	NUBC Occurrence Span	Dictionary Lookup
CS-132-R	NUBC Revenue	Dictionary Lookup based on Date of Service
CS-132-V	NUBC Value	Dictionary Lookup based on Date of Service
CS-133-P	CPT-4 Procedure	Dictionary Lookup based on Date of Service
CS-133-Q	CPT-4 Modifier	Dictionary Lookup

Code	Name	Validation Type
CS-135-U	ADA CDT Oral Cavity	Dictionary Lookup based on Date of Service
CS-135-P	ADA CDT Procedure	Dictionary Lookup based on Date of Service
CS-135-T	ADA CDT Tooth Number	Dictionary Lookup based on Date of Service
CS-139	Claim Adjustment Reason Code (CARC)	Dictionary Lookup
CS-230	NUBC Point of Origin	Dictionary Lookup
CS-231	NUBC Priority of Admission	Dictionary Lookup
CS-235	NUBC Claim Freq Type	Dictionary Lookup
CS-236	NUBC Uniform Billing Code (UBC)	Dictionary Lookup
CS-237	Place of Service	Dictionary Lookup
CS-239	NUBC Patient Status	Dictionary Lookup
CS-641	NUBC Condition	Dictionary Lookup based on Date of Service
CS-682	Taxonomy	Dictionary Lookup
CS-716	HIPSS Procedure	Dictionary Lookup based on Date of Service
CS-896	ICD-10 Proc	Dictionary Lookup based on Date of Service
CS-897-A	ICD-10 Diag A	Dictionary Lookup based on Date of Service
CS-897-B	ICD-10 Diag B	Dictionary Lookup based on Date of Service
CS-897-D	ICD-10 Diag D	Dictionary Lookup based on Date of Service
CS-897-E	ICD-10 Diag E	Dictionary Lookup based on Date of Service

8. Acknowledgements and Reports

MassHealth supports three acknowledgement transactions that will be issued in response to the receipt of an 837 Post-Adjudicated Claims Data Reporting Version 005010 transaction: the TA1, 999, and 277DRA. These acknowledgments will replace any/all proprietary reports previously issued by MassHealth in response to proprietary encounter data submissions.

REPORT INVENTORY

THE TA1 INTERCHANGE ACKNOWLEDGEMENT

The TA1 allows the receiver of a file to notify the sender that an invalid interchange structure was received or that problems were encountered. The TA1 verifies only the interchange header (ISA/GS) and trailer (IEA/GE) segments of the file envelope. If ISA or GS errors were encountered, then the generated TA1 report with the Interchange Header errors will be returned.

THE 999 IMPLEMENTATION ACKNOWLEDGEMENT

Each submission of an ASC X12 V5010 file to MassHealth generates a 999 Implementation acknowledgement and is sent to the submitter within one business day.

THE 277 DATA REPORTING ACKNOWLEDGEMENT (277DRA)

This report acknowledges the validity and acceptability of data reporting claim submissions at the pre-processing stage and identifies claims that are accepted as well as those that are not accepted. Please review the 277DRA Companion Guide for MassHealth specific instructions and information.

9. Trading Partner Agreements

MCEs that intend to conduct electronic transactions with MassHealth must sign the MassHealth Trading Partner Agreement (TPA). A copy of the agreement is available for download (www.mass.gov) or by contacting MassHealth Encounter Data Support services at (email address TBD, targeting to be provided after Design phase) if you have any questions.

TRADING PARTNERS

MassHealth defines a Trading Partner as any entity (provider, billing service, software vendor, MCE, employer group, financial institution, etc.) that conducts electronic transactions with MassHealth. The Trading Partner and MassHealth acknowledge and agree that the privacy and security of data held by or exchanged between them is of utmost priority. Each party agrees to take all steps reasonably necessary to ensure that all electronic transactions between them conform to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and regulations promulgated thereunder.

10. Transaction-Specific Information

This section describes how ASC X12N Implementation Guides (IGs) adopted under HIPAA will be detailed with the use of tables. The tables contain a row for each segment that MassHealth has something specific and additional, over, and above, the information in the IGs. That information can do the following.

- Limit the repeat of loops, or segments.
- Limit the length of a simple data element.
- Specify a subset of the IGs internal code listings.
- Clarify the use of loops, segments, composite, and simple data elements.
- Provide other information tied directly to a loop, segment, composite, or simple data element pertinent to trading electronically with MassHealth.

In addition to the row for each segment, MassHealth uses one or more additional rows to describe its usage for composite and simple data elements and for any other information. Notes and comments are placed at the deepest level of detail. For example, a note about a code value is placed on a row specifically for that code value, not in a general note about the segment.

STANDARD CLAIMS

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
40	1000A	NM103	Submitted Name		The organization name must be consistent with the MassHealth-assigned Trading Partner ID (PID/SL).
40	1000A	NM109	Submitter Identifier		Trading Partner ID (PID/SL) assigned by MassHealth (the 10-character MassHealth MMIS provider number including service location)
42	1000A	PER03	Communication Number Qualification	EM	MassHealth allows only the contact's email address.
45	1000B	NM103	Receiver Name	MassHealth	
45	1000B	NM109	Receiver Primary Identifier	DMA7384	
48	2000A	PRV01	Provider Taxonomy Code	BI	
55	2010AA	NM109	Billing Provider Identifier		If you are an atypical provider and do not have an NPI, populate internal ID in REF02 as well as PID/SL if known using G2 qualifier; otherwise enter the billing provider NPI.
59	2010AA	REF01	Billing Provider Tax Identification Qualifier	EI	
60	2010AA	REF01	Billing Provider License Information	0B	
61	2010AA	REF01	Billing Provider Secondary ID Qualifier	G2	Populate with the "Internal Provider Number<space>Internal Provider Location ID<space>PID/SL" (when known). If the PID/SL is unknown, use Internal Provider Number<space>Internal Provider Location ID only.

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
63	2000B	HL04	Hierarchical Child Code	0	Subscriber is always the patient in Medicaid.
67	2010BA	NM102	Entity Type	1	MassHealth expects the Subscriber to always be a person.
67	2010BA	NM104	Name First		
68	2010BA	NM109	Subscriber Primary Identifier		Enter the 12-character MassHealth member ID.
78	2010BB	NM103	Data Receiver Name	MassHealth	
95	2300	CLM05-03	Claim Frequency Code	1-5, 7, 8	Indicate the claim frequency using the following codes. 1 = Original; Admit through Discharge 2 = Original; Interim – First Claim 3 = Original; Interim – Continuing Claims 4 = Original; Interim – Last Claim 5 = Original; Late Charge Only 7 = Adjustment/Replacement of Prior Claim 8 = Void/Cancel of Prior Claim Former claim number must be populated in L2330B REF*BP when CLM05-03 = 7 or 8.
98	2300	DTP03	Discharge Time Period		MassHealth expects this to be populated when CLM05-01 = (11, 12, 17, 18, 22, 25, 26, 27, 28, 31, 32, 34, 41, 42, 46, 47, 48, 51, 56, 61, 62, 64, 65, 66, 67, 68, 81, 82, 86) except when CL103 = 30 (still a patient).
100	2300	DTP03	Admission Date Time Period		MassHealth expects this to be populated when CLM05-01 = (11, 12, 17, 18, 21, 22, 25, 26, 27, 28, 31, 32, 34, 41, 42,

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
					46, 47, 48, 51, 56, 61, 62, 64, 65, 66, 67, 68, 81, 82, 86)
107	2300	CN101	Contract Type Code		Adhere to guidance in Section 7 for populating Contract Type Code in relation to Record Indicator.
107	2300	CN102	Monetary Amount		Populate when Contract Type code in CN101 is any value other than 06
108	2300	CN103	Allow Charge Percent		Populate when Contract Type Code in CN101 = 06
108	2300	CN104	Contract Code	P, R, D	Indicate if a claim is paid, partially paid, or denied using the following codes. P = Paid R = Partially Denied D = Denied
114	2300	REF01	Payer Claim Control Qualifier	F8	
132	2300	HI01-1	Principal Diagnosis	ABK	MassHealth expects Principal Diagnosis codes to be valid ICD10 codes whose description DOES NOT contain any of the following text: “in diseases classified elsewhere,” “in other diseases classified elsewhere,” “in diseases classified elsewhere,” or “in other diseases classified elsewhere”
136	2300	HI01-1	Admitting Diagnosis	ABJ	Populate when this segment is applicable.
138	2300	HI01-1	Patient’s Reason for Visit	APR	Populate when this segment is applicable.
142	2300	HI01-1	External Cause of Injury	ABN	Populate when this segment is applicable. MassHealth expects External Cause of Injury codes to be valid ICD10 codes that begin with

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
					one of the following: “V,” “W,” “X,” “Y”
159	2300	HI01-1	Diagnosis Related Group	DR	Populate when this segment is applicable.
161	2300	HI01-1	Other Diagnosis Information	ABF	Populate when this segment is applicable.
177	2300	HI01-1	Principle Procedure Information	BBR	Populate when this segment is applicable.
180	2300	HI01-1	Other Procedure Information	BBQ	Populate when this segment is applicable.
247	2300	HCP02	Repriced Allowed Amount		
249	2300	HCP12	Repriced Approved Service Unit Count		
253	2310A	NM109	Attending Provider Primary Identifier		
254	2310A	PRV01	Attending Provider Code	AT	
256	2310A	REF01	Attending Provider Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
260	2310B	NM109	Operating Physician Primary Identifier		
261	2310B	REF01	Operating Physician Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
265	2310C	NM109	Other Operating Physician Primary Identifier		
266	2310C	REF01	Other Operating Physician Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
270	2310D	NM109	Rendering Provider ID		

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
271	2310D	REF01	Rendering Provider Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
274	2310E	NM109	Laboratory or Service Facility Primary Identifier		In accordance with the Implementation Guide, this field should be populated unless the Service Facility NPI is the same as the Billing Provider NPI. If services were performed on an Indian reservation, use the NPI of the Indian Health Services.
279	2310E	REF01	Service Facility Location Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
283	2310F	NM109	Referring Provider ID		
284	2310F	REF01	Referring Provider Secondary ID Qualifier	G2 0B	Populate with the "Internal Provider Number<space>Internal Provider Location ID <space>PID/SL" (when known). If the PID/SL is unknown, use Internal Provider Number<space>Internal Provider Location ID only. State License Number
291	2320	SBR09	Claim Filing Indicator Code		Use MC when reporting MCE claim adjudication data. Use MA, MB, or OF for reporting Medicare. Use other designations as appropriate.

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
292	2320	CAS02	Claim Adjustment Reason Code		Adhere to guidance in Section 7 for populating CARCs.
292	2320	CAS04	Adjustment Quantity		Populate this data element when the number of service units has been adjusted.
293	2320	CAS07	Adjustment Quantity		Populate this data element when CAS05 is present and related to units of service adjusted.
293	2320	CAS10	Adjustment Quantity		Populate this data element whenCAS08 is present and related to units of service adjustment.
294	2320	CAS13	Adjustment Quantity		Populate this data element when CAS11 is present and related to units of service adjustment.
294	2320	CAS16	Adjustment Quantity		Populate this data element when CAS14 is present and related to units of service adjustment.
295	2320	CAS19	Adjustment Quantity		Populate this data element when CAS17 is present and related to units of service adjustment.
320	2330B	NM109	Other Payer Primary Identifier		At least one 2330 should have a payer who is consistent with the submitter in 1000A NM109.
327	2330B	REF02	Other Payer's Adjusted Claim Control Number		The 2330 for the payer who is the submitter must be populated with the former claim number for all voids and adjustments.
340	2400	SV202-01	Product/Service ID Qualifier	HC, HP	Allowable qualifiers in this field, when SV202 is populated
354	2400	HCP02	Repriced Allowed Amount		Populate the maximum amount determined by the payer as being allowable under the provision of the contract

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
					prior to the determination of actual payment. It represents the maximum payer liability for a given service and is what the payer would pay if there was no patient liability.
355	2400	HCP09	Product/Service ID Qualifier	HC, HP	Allowable qualifiers in this field
356	2400	HCP12	Repriced Approved Service Unit Count		Populate the number of days or units corresponding to the code populated in HCP11.
368	2420A	NM109	Operating Physician Identifier		
369	2420A	REF01	Operating Physician Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
373	2420B	NM109	Other Operating Physician Identifier		
374	2420B	REF01	Other Operating Physician Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
378	2420C	NM109	Rendering Provider ID		
379	2420C	REF01	Rendering Provider Secondary ID Qualifier	G2 LU 0B	Internal Provider Number<space>Internal Provider Location ID PID/SL State License Number
383	2420D	NM109	Referring Provider ID		
384	2420D	REF01	Referring Provider Secondary ID Qualifier	G2	Populate with the “Internal Provider Number<space>Internal Provider Location ID <space>PID/SL” (when known). If the PID/SL is unknown, use Internal

TR3 Page #	Loop ID	Reference	Name	Codes	Notes/Comments
				0B	Provider Number<space>Internal Provider Location ID only. State License Number
386	2430	SVD03-01	Product/Service ID Qualifier	HC, HP	Allowable qualifiers in this field, when SVD03 is populated
391	2430	CAS02	Claim Adjustment Reason Code		Adhere to guidance in Section 7 for populating CARCs.
391	2430	CAS04	Adjustment Quantity		Populate this data element when the number of service units has been adjusted.
391	2430	CAS07	Adjustment Quantity		Populate this data element when CAS05 is present and related to units of service adjusted.
392	2430	CAS10	Adjustment Quantity		Populate this data element when CAS08 is present and related to units of service adjustment.
393	2430	CAS13	Adjustment Quantity		Populate this data element when CAS11 is present and related to units of service adjustment.
393	2430	CAS16	Adjustment Quantity		Populate this data element when CAS14 is present and related to units of service adjustment.
394	2430	CAS19	Adjustment Quantity		Populate this data element when CAS17 is present and related to units of service adjustment.

APPENDICES

Appendix A. Implementation Checklist

This appendix contains all necessary steps for implementing the transactions with MassHealth.

- Develop your system to comply with ACS X12N v5010 Technical Reports 3/Implementation Guides.
- Review MassHealth SENDPro Companion Guides to identify and implement necessary changes to your system.
- Complete the SENDPro Connectivity Form.
- Test connectivity.
- Participate in all trading partner testing activities.
- Utilize various real case business scenarios during testing.

Appendix B. Business Scenarios

This appendix contains typical business scenarios. The actual data streams linked to these scenarios are included in Appendix C.

1. MCEs have the option to submit PACDR files as described below.
    a. Parent submitting for themselves
    b. Parent submitting on behalf of their affiliate
    c. MCE submitting for themselves
2. PACDR Institutional containing a denied encounter at the line level
3. PACDR with COB payer
4. PACDR with Medicare COB
5. PACDR Institutional with Void
6. PACDR Institutional with replacement
7. PACDR Original, Adjustment, Subsequent Adjustment, and Void
8. PACDR Initial Fully Denied Encounter then Subsequently Fully Paid in MCE Claims System
9. PACDR Initial Fully Denied Encounter then Subsequently Partially Denied in MCE Claims System
10. PACDR Initial Partially Denied Encounter then Subsequently Fully Paid in MCE Claims System
11. Service Category Code in PACDR

Appendix C. Transmission Examples

Below are examples of how MCEs should submit PACDR files as described in Appendix B.

Note that these are snippets of EDI messages that are included to illustrate the respective scenarios as per MassHealth requirements; they are not intended to be fully formed EDI messages.

1. If **Parent**-Tufts Health Together TPID/PIDSL = 110088791A and their **Affiliate** is Tuft's Health Together with CHA: TPID/PIDSL = 110088791E, it would look like the following.

   a. Tufts submitting as **Parent** for themselves

   ISA*00* *00* *ZZ*11008791A *ZZ*DMA7384 *230809*0813*^*00501*000000954*0*P*:
   GS*HC*110088791A*DMA7384*20230809*081356*954*X*005010X299A1
   ST*837*0954*005010X299A1
   BHT*0019*00*20230809081347003*20230809*081239*RP
   NM1*41*2*TUFTS HEALTH TOGETHER*****46*110088791A

   b. Tufts submitting as a **Parent** on behalf of their **Affiliate** Tuft's Health Together

   ISA*00* *00* *ZZ*110088791A *ZZ*DMA7384 *230809*0813*^*00501*000000954*0*P
   *:
   GS*HC*110088791A *DMA7384*20230809*081356*954*X*005010X299A1
   ST*837*0954*005010X299A1
   BHT*0019*00*20230809081347003*20230809*081239*RP
   NM1*41*2*TUFTS HEALTH TOGETHER WITH CHA*****46*110088791E

   c. MCEs submitting for themselves

   ISA*00* *00* *ZZ*110088791E *ZZ*DMA7384 *230809*0813*^*00501*000000954*0*P
   *:
   GS*HC*110088791E *DMA7384*20230809*081356*954*X*005010X299A1
   ST*837*0954*005010X299A1
   BHT*0019*00*20230809081347003*20230809*081239*RP
   NM1*41*2*TUFTS HEALTH TOGETHER WITH CHA*****46*110088791E

2. PACDR Institutional containing a denied encounter at the line level

CLM*755555M*110***11:A:1*Y*A*Y*1-
DTP*484*D8*20231019-
CL1*1*7*3-
CN1*02*10**D- (CN104 – D(Denied))
HI*ABK:V723*ABF:4660-
SBR*P*18*G00786***6***CI-
CAS*CO*39*110- (Valid X12 CARC)
AMT*D*0-
LX*1-
SV2*0510*HC:99396*110*UN*1-
SVD*PAYER*0*HC:99396*0510*1-

CAS*CO*39*110- (Valid X12 CARC)
DTP*573*D8*20231103

3. PACDR Institutional with COB payer

The below is an example to illustrate Third Party Liability (TPL) from a commercial plan. It is not intended to be fully formed EDI messages and MCEs should populate all data as required and appropriate such as CAS, 2330A Other Subscriber info, 2330B Other Payer info, and respective 2430 line item details. Other scenario examples can be found on the X12 website here: X12 EDI Examples | X12

1000A NM109 = *MCE PIDSL*

SBR Segment in 2320 loop for MCE information (secondary payer):
SBR*S*18*55555*MCE6***MC**
AMT*D*75

SBR01 = 'S' indicating secondary payer
SBR02 = '18' indicating Self
SBR03 = '555555' indicating Group or Policy Number
SBR04 = 'MCE' indicating MCE name
SBR06 = '6' indicating no COB
*SBR09 = 'MC' indicat*ing Medicaid
AMT01 = 'D' indicating Payer Amount Paid
AMT02 = '75' indicating MCE paid amount

2330B NM109 = *MCE PIDSL*

SBR segment in 2320 loop for Medicare as the primary payer:
SBR*P*18*99999*BCBS1***BL**
AMT*D*500

SBR01 = 'P' indicating primary payer
SBR02 = '18' indicating Self
SBR03 = '99999' indicating Group or Policy Number
SBR04 = 'BCBS' indicting primary payer
SBR06 = '1' indicating COB
SBR09 = 'BL' indicating Blue Cross/Blue Shield
AMT01 = 'D' indicating Payer Amount Paid
AMT02 = '500' indicating the amount paid by BCBS

4. PACDR Institutional with COB Medicare

The below is an example to illustrate Medicare COB when Medicare pays in full. It is not intended to be fully formed EDI messages and MCEs should populate all data as required and appropriate such as CAS, 2330A Other Subscriber info, 2330B Other Payer info, and respective 2430 line item details. Other scenario examples can be found on the X12 website here: X12 EDI Examples | X12

1000A NM109 = *MCE PIDSL*

SBR Segment in 2320 loop for MCE information (secondary payer):
SBR*S*18*555555*MCE6***MC**

AMT*D*0

SBR01 = 'S' indicating secondary payer
SBR02 = '18' indicating Self
SBR03 = '555555' indicating Group or Policy Number
SBR04 = 'MCE' indicating MCE name
SBR06 = '6' indicating no COB
*SBR09 = 'MC' indicat*ing Medicaid
AMT01 = 'D' indicating Payer Amount Paid
AMT02 = '0' indicating MCE paid zero

2330B NM109 = *MCE PIDSL*

SBR segment in 2320 loop for Medicare as the primary payer:
SBR*P*18*99999*MEDICARE1***MA**
AMT*D*500

SBR01 = 'P' indicating primary payer
SBR02 = '18' indicating Self
SBR03 = '99999' indicating Group or Policy Number
SBR04 = 'MEDICARE' indicting primary payer
SBR06 = '1' indicating COB
SBR09 = 'MA' indicating Medicare Part A
AMT01 = 'D' indicating Payer Amount Paid
AMT02 = '500' indicating the amount paid by the Medicare

NM1*IL*1*ROSSITER*WESTON****MI*9999999~
N3*6272 PERRY RD~
N4*BOSTON*MA*457010000~

5. PACDR Institutional with Void
    a. See scenario examples 7-10 below for further elaboration on voids

CLM*26463774*100***13:A:8~ (CLM05-03 = 8 (Void))

6. PACDR Institutional with Replacement
   See scenario examples in 7-10 below for further elaboration on replacements

CLM*26463774*100***13:A:7~ (CLM05-03 = 7 (Replacement))

7. PACDR Original, Adjustment, Subsequent Adjustment, and Void

Provider to MCE	Value	Payer (MCE)	Value	Encounter From MCE to Medicaid	Value	SENDPro to MCE	Value
Original Claim - 837		ERA - 835		PACDR		277DRA	

Provider to MCE	Value	Payer (MCE)	Value	Encounter From MCE to Medicaid	Value	SENDPro to MCE	Value
2300 CLM05-3 (Frequency Code)	1	2100 CLP01 (Patient Control Number)	P1	2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C1
2300 CLM01 (Patient Control Number)	P1	2100 CLP07 (Payer Claim Control Number)	C1	2300 CLM01 (MCE Claim Number)	C1	2200D REF01 (Payer's Claim Number)	1K
		2100 CLP09 (Frequency Code)	1	2300 REF*F8 (Payer Claim Control Number)	Not sent	2200D REF02	C1
				2330B REF01 (Original Reference Number)	F8		
				2330B REF02	C1		
				2330B REF01			
				2330B REF02			
Adjustment		**Adjusted ERA - 835**		**Adjusted PACDR**		**Adjusted 277DRA**	
2300 CLM05-3 (Frequency Code)	7	2100 CLP01 (Patient Control Number)	P2	2300 CLM05-3 (Frequency Code)	7	2200D TRN02	C2
2300 CLM01 (Patient Control Number)	P2	2100 CLP07 (Payer Claim Control Number)	C2	2300 CLM01 (MCE Claim Number)	C2	2200D REF01 (Payer's Claim Number)	1K
2300 REF*F8 (Payer Claim Control Number)	C1	2100 CLP09 (Frequency Code)	7	2300 REF*F8 (Payer Claim Control Number)	Not sent	2200D REF02	C2
				2330B REF01 (Signal Code)	T4		
				2330B REF02	Y		
				2330B REF01 (Original Reference Number)	F8		
				2330B REF02	C2		
				2330B REF01 (Adjustment Control Number)	BP		
				2330B REF02	C1		
Subsequent Adjustment		**Subsequent Adjusted ERA - 835**		**Subsequent Adjusted PACDR**		**Subsequent Adjusted 277DRA**	
2300 CLM05-3 (Frequency Code)	7	2100 CLP01 (Patient	P3	2300 CLM05-3 (Frequency Code)	7	2200D TRN02	C3

Provider to MCE	Value	Payer (MCE)	Value	Encounter From MCE to Medicaid	Value	SENDPro to MCE	Value
		Control Number)					
2300 CLM01 (Patient Control Number)	P3	2100 CLP07 (Payer Claim Control Number)	C3	2300 CLM01 (MCE Claim Number)	C3	2200D REF01 (Payer's Claim Number)	1K
2300 REF*F8 (Payer Claim Control Number)	C2	2100 CLP09 (Frequency Code)	7	2300 REF*F8 (Payer Claim Control Number)	Not sent	2200D REF02	C3
				2330B REF01 (Signal Code)	T4		
				2330B REF02	Y		
				2330B REF01 (Original Reference Number)	F8		
				2330B REF02	C3		
				2330B REF01 (Adjustment Control Number)	BP		
				2330B REF02	C2		
Second Subsequent Adjustment		**Second Subsequent Adjusted ERA - 835**		**Second Subsequent Adjusted PACDR**		**Second Subsequent Adjusted 277DRA**	
2300 CLM05-3 (Frequency Code)	7	2100 CLP01 (Patient Control Number)	P4	2300 CLM05-3 (Frequency Code)	7	2200D TRN02	C4
2300 CLM01 (Patient Control Number)	P4	2100 CLP07 (Payer Claim Control Number)	C4	2300 CLM01 (MCE Claim Number)	C4	2200D REF01 (Payer's Claim Number)	1K
2300 REF*F8 (Payer Claim Control Number)	C3	2100 CLP09 (Frequency Code)	7	2300 REF*F8 (Payer Claim Control Number)	Not sent	2200D REF02	C4
				2330B REF01 (Signal Code)	T4		
				2330B REF02	Y		
				2330B REF01 (Original Reference Number)	F8		
				2330B REF02	C4		
				2330B REF01 (Adjustment Control Number)	BP		
				2330B REF02	C3		

Provider to MCE	Value	Payer (MCE)	Value	Encounter From MCE to Medicaid	Value	SENDPro to MCE	Value
Subsequent Void		**Subsequent Void ERA - 835**		**Subsequent Void PACDR**		**Subsequent Void 277DRA**	
2300 CLM05-3 (Frequency Code)	8	2100 CLP01 (Patient Control Number)	P5	2300 CLM05-3 (Frequency Code)	8	2200D TRN02	C5
2300 CLM01 (Patient Control Number)	P5	2100 CLP07 (Payer Claim Control Number)	C5	2300 CLM01 (MCE Claim Number)	C5	2200D REF01 (Payer's Claim Number)	1K
2300 REF*F8 (Payer Claim Control Number)	C4	2100 CLP09 (Frequency Code)	8	2300 REF*F8 (Payer Claim Control Number)	Not sent	2200D REF02	C5
				2330B REF01 (Signal Code)	T4		
				2330B REF02	Y		
				2330B REF01 (Original Reference Number)	F8		
				2330B REF02	C5		
				2330B REF01 (Adjustment Control Number)	BP		
				2330B REF02	C4		

8. PACDR Initial Fully Denied Encounter and then Subsequently Fully Paid in MCE Claims System

Claims submitted as shown below would be accepted by MassHealth using either Scenario 1A or Scenario 1B.

Scenario 1A (Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
Initially Submitted DENIED Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C1
2300 CLM01 (MCE Claim Number)	C1	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	D	2200D REF02	C1
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C1		
2330B REF01			
2330B REF02			

Scenario 1A (Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
2420 CAS	Populate valid X12 CARC at line level		
PAID Claim Submitted as an Adjustment to the Above DENIED Claim			
2300 CLM05-3 (Frequency Code)	7	2200D TRN02	C2
2300 CLM01 (MCE Claim Number)	C2	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	P	2200D REF02	C2
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Signal Code)	T4		
2330B REF02	Y		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C2		
2330B REF01 (Adjustment Control Number)	BP		
2330B REF02	C1		
2420 CAS	Populate valid X12 CARC at line level		

Scenario 1B (Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
Initially Submitted DENIED Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C1
2300 CLM01 (MCE Claim Number)	C1	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	D	2200D REF02	C1
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C1		
2330B REF01			
2330B REF02			
2420 CAS	Populate valid X12 CARC at line level		
PAID Claim Submitted as an Original to the Above Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C2

Scenario 1B (Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
2300 CLM01 (MCE Claim Number)	C2	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	P	2200D REF02	C2
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C2		
2330B REF01			
2330B REF02			
2420 CAS	Populate valid X12 CARC at line level		

9. PACDR Initial **Fully Denied Encounter then Subsequently Partially Denied in MCE Claims System**

Claims submitted as shown below would NOT be accepted by MassHealth Scenario 2A.

Scenario 2A (Denied then Partially Denied)	Value	SENDPro to MCE 277 DRA	Value
Initially Submitted DENIED Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C5
2300 CLM01 (MCE Claim Number)	C5	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	D	2200D REF02	C5
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C5		
2330B REF01			
2330B REF02			
2420 CAS	Populate valid X12 CARC at line level		
PARTIALLY DENIED Claim Submitted as an Adjustment to the Above DENIED Claim – NOT ACCEPTED			
2300 CLM05-3 (Frequency Code)	7	2200D TRN02	C6
2300 CLM01 (MCE Claim Number)	C6	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	R	2200D REF02	C6

Scenario 2A (Denied then Partially Denied)	Value	SENDPro to MCE 277 DRA	Value
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Signal Code)	T4		
2330B REF02	Y		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C6		
2330B REF01 (Adjustment Control Number)	BP		
2330B REF02	C5		
2420 CAS	Populate appropriate line level CARC as per MH instruction		

Rather, they should be submitted as shown below in Scenario 2B.

Scenario 2B (Denied then Partially Denied)	Value	SENDPro to MCE 277 DRA	Value
Initially Submitted DENIED Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C5
2300 CLM01 (MCE Claim Number)	C5	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	D	2200D REF02	C5
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C5		
2330B REF01			
2330B REF02			
2420 CAS	Populate valid X12 CARC at line level		
PARTIALLY DENIED Claim Submitted as an Original to the Above Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C6
2300 CLM01 (MCE Claim Number)	C6	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	R	2200D REF02	C
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		

Scenario 2B (Denied then Partially Denied)	Value	SENDPro to MCE 277 DRA	Value
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C6		
2330B REF01			
2330B REF02			
2420 CAS	Populate appropriate line level CARC as per MH instruction		

10. PACDR Initial Partially Denied Encounter then Subsequently Fully Paid in MCE Claims System

Claims submitted as shown below would be accepted by MassHealth using either Scenario 3A or Scenario 3B.

Scenario 3A (Partially Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
Initially Submitted PARTIALLY DENIED Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C3
2300 CLM01 (MCE Claim Number)	C3	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	R	2200D REF02	C3
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C3		
2330B REF01			
2330B REF02			
2420 CAS	Populate appropriate line level CARC as per MH instruction		
PAID Claim Submitted as an Adjustment to the Above PARTIALLY DENIED Claim			
2300 CLM05-3 (Frequency Code)	7	2200D TRN02	C4
2300 CLM01 (MCE Claim Number)	C4	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	P	2200D REF02	C4
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		

Scenario 3A (Partially Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Signal Code)	T4		
2330B REF02	Y		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C4		
2330B REF01 (Adjustment Control Number)	BP		
2330B REF02	C3		
2420 CAS	Populate valid X12 CARC at line level		

Scenario 3B (Partially Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
Initially Submitted PARTIALLY DENIED Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C3
2300 CLM01 (MCE Claim Number)	C3	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	R	2200D REF02	C3
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C3		
2330B REF01			
2330B REF02			
2420 CAS	Populate appropriate line level CARC as per MH instruction		
PAID Claim Submitted as a Void to the Above Claim			
2300 CLM05-3 (Frequency Code)	8	2200D TRN02	C4
2300 CLM01 (MCE Claim Number)	C4	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	R	2200D REF02	C4
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Signal Code)	T4		
2330B REF02	Y		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C4		

Scenario 3B (Partially Denied then Paid)	Value	SENDPro to MCE 277 DRA	Value
2330B REF01 (Adjustment Control Number)	BP		
2330B REF02	C3		
2420 CAS	Populate appropriate line level CARC as per MH instruction		
PAID Claim Submitted as an Original to the Above Claim			
2300 CLM05-3 (Frequency Code)	1	2200D TRN02	C7
2300 CLM01 (MCE Claim Number)	C7	2200D REF01 (Payer's Claim Number)	1K
2300 CN104	P	2200D REF02	C7
2320 CAS	Populate valid X12 CARC - Send header CAS as applicable		
2300 REF*F8 (Payer Claim Control Number)	Not sent		
2330B REF01 (Original Reference Number)	F8		
2330B REF02	C7		
2330B REF01			
2330B REF02			
2420 CAS	Populate valid X12 CARC at line level		

11. Service Category Code in PACDR

Example of a claim with 22 lines:

NTE01=UPI NTE02=318 318 318 318 318 318 318 318 318 318 318 318 318 315 310 315 315 310 310 310

NTE01=UPI NTE02=310 303

The example above will be read by SENDPro as:

Claim Line Number	Service Category
1	318
2	318
3	318
4	318
5	318
6	318
7	318
8	318
9	318
10	318
11	318
12	318
13	318
14	315
15	310
16	315
17	315
18	310
19	310
20	310
21	310
22	303

Appendix D. Frequently Asked Questions

This appendix contains a link to the FAQ document published on mass.gov.

Appendix E. Change Summary

This version of the MassHealth Companion Guide follows the CAQH CORE V5010 Companion Guide template. All references to the ASCX12 Implementation Guide are necessary to convey MassHealth's specific usage of the data elements to support electronic processing of the transaction with its Trading Partners, including codes and specific program instructions. The following changes have been made to this MassHealth Companion Guide.

Date	Page Number	Section	Notes/Comments
April 2024	9	Section 3: Testing with SENDPro	Updated document contents to include additional details.
April 2024	17	Section 7: MassHealth Specific Business Rules and Limitations	Updated document contents to include additional details.
April 2024	27	Section 10: Transaction-Specific Information	Added notes and descriptions for codes to be populated in CLM05-03.
April 2024	App-2	Appendix B: Business Scenarios	Updated with scenarios for which examples have been provided, identified in Section 7.
April 2024	App-3	Appendix C: Transmission Examples	Updated with example EDI files based on scenarios identified in Section 7.
November 2024	12	Section 4: Connectivity with SENDPro/Communications	Updated file naming convention and example.
November 2024	17	Section 7: MassHealth Specific Business Rules and Limitations	Updated submission frequency and file construction guidelines.
November 2024	18	Section 7: MassHealth Specific Business Rules and Limitations	Updated TMSIS providers.
November 2024	18-19	Section 7: MassHealth Specific Business Rules and Limitations	Updated Provider ID guidelines.
November 2024	19-20	Section 7: MassHealth Specific Business Rules and Limitations	Updated guidance on voids and adjustments.
November 2024	20	Section 7: MassHealth Specific Business Rules and Limitations	Updated guidance for denied claims submissions.
November 2024	21	Section 7: MassHealth Specific Business Rules and Limitations	Updated guidance for bundled claims submissions.
November 2024	25-31	Section 10: Transaction-Specific Information	Updated guidance for populating Provider IDs in segments 2010AA, 2310A, 2310B, 2310C, 2310D, 2420A, 2420B, 2420C, 2420D, 2420E, and 2420F
November 2024	26 and 30	Section 10: Transaction-Specific Information	Updated guidance for populating former claim number based on frequency in CLM05-03.

Date	Page Number	Section	Notes/Comments
November 2024	26	Section 10: Transaction-Specific Information	Updated guidance for Discharge Time Period.
November 2024	27	Section 10: Transaction-Specific Information	Updated format for Admission Date Time Period format.
November 2024	29	Section 10: Transaction-Specific Information	Updated guidance for Laboratory or Service Facility Primary Identifier.
November 2024	30	Section 10: Transaction-Specific Information	Updated guidance for use of claim filing indicator.
November 2024	30 and 32	Section 10: Transaction-Specific Information	Updated allowable qualifiers for Product/Service ID.
November 2024	App-3–6	Appendix C: Transmission Examples	Updated example EDI.
February 2025	18–20	Section 7: MassHealth Specific Business Rules and Limitations	Updated guidance for submission of voids and adjustments.
February 2025	20	Section 7: MassHealth Specific Business Rules and Limitations	Added guidance for population of Claim Adjustment Reason Codes.
February 2025	20–24	Section 7: MassHealth Specific Business Rules and Limitations	Added guidance for population of Record Indicators.
February 2025	24–26	Section 7: MassHealth Specific Business Rules and Limitations	Added guidance for population of Service Category Codes.
February 2025	52	Section 10: Transaction-Specific Information	Updated guidance for diagnosis segments HI*ABK and HI*ABN.
February 2025	35 and 37	Section 10: Transaction-Specific Information	Updated guidance for population of CARCs in CAS02.
February 2025	App-2	Appendix B: Business Scenarios	Added examples for submission of voids and adjustments and examples for population of service category code.
February 2025	App-9–17	Appendix C: Transmission Examples	Added examples for submission of voids and adjustments.
August 2025	4-5	Section 3: Testing with SENDPro	Added guidance for Pre-Testing Activities and Trading Partner Testing
August 2025	6	Section 4: Connectivity with SENDPro/Communications	Added guidance for ISA per file.
August 2025	7	Section 4: Connectivity with SENDPro/Communications	Added guidance about file naming in alignment with Partially Denied/Denied Claims File Split Memo

Date	Page Number	Section	Notes/Comments
August 2025	13	Section 7: MassHealth Specific Business Rules and Limitations	Added guidance about bi-weekly submission cadence.
August 2025	13, 15	Section 7: MassHealth Specific Business Rules and Limitations	Added PIDSL Guidance
August 2025	23-24	Section 7: MassHealth Specific Business Rules and Limitations	Updated to include Code Set Validations
August 2025	28	Section 10: Transaction-Specific Information	Updated to clarify language in guidance on L1000a PER segment
August 2025	30	Section 10: Transaction-Specific Information	Added additional guidance for CN102 and CN103.
August 2025	35	Section 10: Transaction-Specific Information	Added guidance for HCP02 and HCP12
August 2025	33-36	Section 10: Transaction-Specific Information	Added guidance for to CAS07,10, 13, 16, & 19 for segments 2320 and 2430
August 2025	App 3-5	Appendix C: Transmission Examples	Added updated examples
August 2025	App-16	Appendix D: Frequently Asked Questions	Updated to include link to a newly created external FAQ document