

JOB AID – Reporting Multiple MassHealth IDs

- This job aid instructs providers on what to do after determining that a member has more than one MassHealth ID.

Background: MassHealth members may receive multiple identification numbers (IDs), as different agencies can determine eligibility. Providers are at times able to determine that a member has more than one ID. However, in these cases, they cannot be certain which of the IDs to use for billing and therefore should follow the instructions provided here.

When a provider discovers that a member has more than one MassHealth ID, the provider should

- (1) call the MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648 for persons who are deaf, hard of hearing, or speech disabled) for instructions on which ID to use and which health plan to bill; and
- (2) be prepared to provide the Customer Service Representative (CSR) with the member name and each member ID.

The CSR will

- (1) research the IDs; and
- (2) inform the provider which ID should be used for billing and which health plan should be billed.