

Technical Refresh – Key Concepts

MassHealth will fully implement phase II of the Technical Refresh initiative in March, 2020. MassHealth intends to minimize the impact of this transition to its trading partners. MassHealth will limit the number of required systems changes to the extent possible. The key concepts of this project are noted below.

Common Questions about the MassHealth Technical Refresh Initiative

What is the Technical Refresh?	The Technical Refresh project requires that MassHealth replace its “end of life” HIPAA compliance and translator tool. The tool is used to validate HIPAA compliance and translate the HIPAA compliant transactions to an XML format so that they can be processed within MassHealth’s Medicaid Management Information System (MMIS).
What HIPAA Transactions are affected?	<p>All HIPAA transactions (inbound/outbound) processed through MassHealth’s MMIS will be affected by the Technical Refresh. Direct Data Entry (DDE) and paper submissions are not affected by the Technical Refresh.</p> <p>To date, MassHealth has identified the initial impact of the translator on the HIPAA transactions. Once the agency completes internal testing it will issue a final set of transaction impacts. Please review the current, known “Impact to MassHealth HIPAA Transactions” grid below for additional details.</p>
When will the Technical Refresh be implemented?	<p>MassHealth will implement the new HIPAA translator in two phases:</p> <p>Phase 1 – October 2019 (270/271, 820, 834)</p> <p>Phase 2 – March 2020 (837P, 837I, 835, 276/277)</p>
Are pharmacy and dental, claims affected by the Technical Refresh?	No. Pharmacy and dental claims are processed by the Pharmacy Online Processing Systems (POPS) and DentaQuest respectively. Transactions submitted to those systems are not affected by the MassHealth MMIS Technical Refresh.
Will MassHealth issue updated Companion Guides?	<p>Yes. The initial draft of the updated MassHealth HIPAA Companion Guides for the specific transactions that require modification or trading partner awareness is available at www.mass.gov/info-details/technical-refresh-companion-guides for review. Once MassHealth’s technical team completes its internal testing of the new translator, MassHealth will confirm if additional modifications are required at that time. MassHealth will then issue the final draft of the affected Companion Guides within the following time frames:</p> <p>Phase 1: June 2019</p> <p>Phase 2: November 2019</p>
Will Trading Partners Have to make changes to their systems to accommodate the Technical Refresh?	<p>Trading partners must determine if their systems comply with the updated Companion Guides. MassHealth strongly encourages all trading partners that submit or receive transactions to/from MassHealth to review <u>both</u> iterations (see <i>schedule</i>) of the updated Companion Guides to determine if there is any impact to their systems.</p> <p>Those trading partners should evaluate their systems immediately to confirm that they are aligned with modifications outlined in the initial version of the updated Companion Guides and ensure that systems are modified, as appropriate, to accommodate the changes. Do not wait until the final update of the Companion Guides is issued to begin to make any necessary changes.</p> <p>If you utilize a billing intermediary, software vendor, or clearinghouse to process HIPAA transactions please outreach to them to confirm their awareness, and readiness plans.</p>
Will Trading Partners have to test the changes with MassHealth before implementation?	<p>Yes. MassHealth strongly recommends that all trading partners that submit or receive HIPAA transactions to/from MassHealth test compliance for each transaction type utilized during the appropriate testing timeline:</p> <p>Phase 1: 7/29 – 10/25/19</p> <p>Phase 2: 1/27 – 3/27/20</p>

Will the Technical Refresh impact file submission standards?	Yes. Please review the Technical Refresh Impact chart below and ensure that your systems comply with the changes outlined within the document. MassHealth strongly encourages all submitters to ensure that redundant or excessive transactions are not submitted for processing. Transactions should only be submitted to MassHealth to directly support services that have or will be provided directly to MassHealth members.
How will MassHealth keep trading partners apprised of the status of the Technical Refresh project and trading partner testing activities?	MassHealth will keep trading partners informed of the status of the Technical Refresh project and testing timelines and activities via provider bulletin, banner and broadcast messages, information sessions, provider association forums, and trading partner testing forums (<i>providers, Billing Intermediaries, Software Vendors, and Clearinghouses</i>). Trading partners are strongly encouraged to monitor MassHealth communications for additional details.
If I have questions about the Technical Refresh, who should I contact?	If you have any questions related to the Technical Refresh, please contact MassHealth Customer Services Center's EDI team at (800) 841-2900 or edi@mahealth.net

The following chart outlines the complete provider based testing and implementation schedule for the Technical Refresh project

Phase	Affected Transactions	Updated CG Available (after internal testing)	Trading Partner Testing	Implementation Date
1	270/271 820 834	June 2019	July 29 – October 25, 2019	October 27, 2019
2	276/277 835 837I 837P	November 2019	January 27 – March 27, 2020	March 30, 2020

Current Impact to MassHealth HIPAA Transactions

The chart below outlines the high-level impact to the HIPAA transaction. Please be sure to review the draft Companion Guide for detailed updates for each affected transaction.

Known Changes To Date	Provider Impact	270	271	837P	837I	835	276	277	834	820
Files submitted to MassHealth must contain the same ISA/IEA and GS/GE values with the exception of the date/time and control # data elements or the file will fail pre-compliance.	Ensure that all ISA/IEA and GS/GE values with the exception of the date/time and control # data elements in the same file are consistent or the transaction will be rejected.	X		X	X		X			
A TA1 will be issued for each error within the Interchange envelope	Ensure that no envelope in the file contains an error otherwise the entire transaction is rejected.	X		X	X		X			
A TA1 will no longer be issued for authorization failures.	MassHealth will outreach to the submitter to notify them of the failure; will provide file correction and resubmission instructions.	X		X	X		X			
All Transaction Set Control Numbers (ST02) in transactions submitted to MassHealth must be unique across all envelopes within a file.	Ensure that all ST02 segments are unique or the transaction will be rejected.	X		X	X		X			
ST/SE segments within transactions submitted to MassHealth must not contain more than 5,000 claims; segments that contain more than 5,000 claims will be rejected.	Large submitters, billing intermediaries, clearinghouses, and software vendors must ensure that transaction sets do not include more than 5,000 claims per ST/SE segment.			X	X					
Any file submitted to MassHealth greater than 16MB will be rejected in accordance with MassHealth's submission policy.	Continue to ensure that the files submitted to MassHealth are not larger than 16MB.	X		X	X		X			
Updated MassHealth contact information (phone number, URL, etc.) that will be returned on applicable transactions. The coding of the PER segments has changed and one of the segments has been removed.	Please ensure that you update downstream systems that receive this information.		X			X				
For Physician Claims, the Type of Bill (TOB) will no longer be returned on the Claim Status response.	Please update downstream system processes that utilize this information.							X		