



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
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**MassHealth
Therapist Bulletin 12
December 2004**

TO: Therapists Participating in MassHealth
FROM: Beth Waldman, Medicaid Director *BW*
RE: **Prior Authorizations Submitted by Therapist Group Practices**

**Claim Denials for
Provider Number on
Claim and PA Mismatch
(Error Code 159)**

This bulletin clarifies MassHealth requirements of therapist group practices for requesting prior authorization (PA) for therapy services. Therapist group practices requesting PA must submit a request under the *individual* independent therapist's MassHealth servicing provider number, and not under the group practice number. If you have requested a PA using the Automated Prior Authorization System (APAS), and received the PA approved under your group practice provider number, any claims for dates of service **on and after April 15, 2004**, may have been denied with error code 159, indicating that the provider number on the claim and the provider number on the PA do not match.

Correcting PAs

MassHealth has developed a process for correcting PAs that were submitted through APAS and authorized under the therapy group practice provider number (provider number beginning with 97). If you have claims that have been denied with error code 159, with dates of service **on or after April 15, 2004**, you can contact the MassHealth Prior Authorization Unit at 617-451-7060 to request that a new PA be issued with the appropriate individual independent therapist provider number. When you contact the PA Unit, you must provide:

- the original PA number of each PA that needs to be reissued; and
- the appropriate independent therapist's provider number for each PA that needs to be reissued.

Once you receive notice that a new PA has been issued, you will be able to resubmit your otherwise payable claims using the new PA numbers on your claims. You should follow MassHealth standard procedures for resubmitting claims, and make sure that you correct any other errors that may have caused the claim to deny. If you have questions about how to resubmit claims, contact MassHealth Provider Services at the telephone number listed at the end of this bulletin.

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Future PA Submissions

Submitting Requests Using APAS

To ensure that PA requests for therapy services submitted through APAS are authorized with the independent therapist's provider number, group practice providers must contact the MassHealth APAS administrator, Ancillary Care Management (ACM), at 1-866-378-3789, and give ACM a list of the MassHealth provider numbers for all independent therapists that work for the group. Providers must remember to contact ACM any time a new independent provider is added to the group as a MassHealth provider.

Submitting Requests on Paper

Therapy group practice providers who submit PA requests on paper must enter the independent therapist's provider number in Item no. 3 of the Prior Authorization Request form.

Questions

If you have any questions about the information in this bulletin, please call MassHealth Provider Services at 617-628-4141 or 1-800-325-5231.
