

Long-Term Services and Supports Third-Party Administrator

Frequently Asked Questions



May 2017

Long-Term Services and Supports

Third-Party Administrator (TPA)

Frequently Asked Questions (FAQs) by Providers

Contents

GENERAL OVERVIEW	1
1. What is a third-party administrator (TPA)?	1
2. What activities will be performed by the TPA and when will they begin?	1
3. How do I know if I am an LTSS provider?	1
4. Will the TPA contract directly with LTSS providers?	2
PROGRAM INTEGRITY	2
5. What is program integrity?	2
6. What is the TPA’s role in program integrity audits?	2
PRIOR AUTHORIZATIONS	2
7. Will the TPA perform prior authorization (PA) for all LTSS services?	2
8. Is there a change to how an LTSS provider submits a prior authorization (PA)? ...	3
9. Will the TPA use its own standards for prior authorization (PA) functions?	3
10. What type of staff will the TPA use to perform prior authorization (PA) reviews? .	3
CUSTOMER SERVICE	3
11. Will the TPA replace the existing MassHealth Customer Service Center Provider Support?	3
12. What is the important contact information?	4
PROVIDER ENROLLMENT, CREDENTIALLING and REVALIDATION ...	5
13. When will the TPA begin LTSS provider enrollment and credentialing?	5
14. Is there going to be a new process for applying to be a MassHealth LTSS Provider?	5
CLAIMS SUBMISSION	5
15. Does the TPA change how LTSS providers submit claims?	5
16. Who will LTSS Providers contact for claims issues?	5
17. How will the TPA coordinate fee-for-service LTSS services with MCO, ACO, community partner (CP), and Home and Community-based waiver services?	5
STAKEHOLDER COMMUNICATION AND RESOURCES	6
18. How can LTSS Providers offer input regarding the new TPA?	6

19. How can MassHealth members offer input regarding the new TPA? 6

20. Where can I find more information or receive updates about the TPA transition? 6

GENERAL TPA RFR and CONTRACT INFORMATION.....6

21. When was the request for responses released? Where can we find a copy?..... 6

GENERAL OVERVIEW

1. What is a third-party administrator (TPA)?

A third party administrator (TPA) is an organization that assists another entity with the delivery of its services. In this case, Optum Government Solutions (Optum) has partnered with MassHealth to help with the administration of Long-Term Services and Supports (LTSS) delivered to eligible members who are over and under the age of 65 and participate in LTSS State Plan fee-for-service programs (not under the responsibility of a managed care entity), including members eligible for waiver programs.

2. What activities will be performed by the TPA and when will they begin?

The table below summarizes the activities that the TPA will perform and the scheduled effective dates:

TPA Activity	Effective Date (when TPA begins activity)
LTSS Provider Program Integrity	April 18, 2017
LTSS Prior Authorizations	May 31, 2017
LTSS Provider Call Center	May 31, 2017
LTSS Provider Enrollment, Credentialing and Revalidation	May 31, 2017

3. How do I know if I am an LTSS provider?

- Adult Day Health
- Adult Foster Care
- Chronic Inpatient Hospitals*
- Chronic Outpatient Hospitals*
- Day Habilitation
- Durable Medical Equipment
- Group Adult Foster Care
- Home Health Agency **
- Hospice
- Independent Nurse (Private Duty Nursing)*, **
- Independent Therapist
- Nursing Facilities*
- Orthotics
- Oxygen and Respiratory Therapy
- Personal Care Attendant, including Transitional Living
- Prosthetics
- Rehabilitation Centers
- Speech and Hearing Centers

**The TPA will only be performing a subset of administrative functions in the areas of provider enrollment and credentialing.*

***Community Case Management (CCM) program will continue to be administered through University of Massachusetts Medical School, Commonwealth Medicine*

Upon implementation, LTSS providers should not experience any major changes in their day-to-day activities. The goal of the TPA is to enhance MassHealth operations behind the scenes and provide seamless support to LTSS providers and members.

4. *Will the TPA contract directly with LTSS providers?*

No. LTSS providers will continue to contract directly with MassHealth.

PROGRAM INTEGRITY

5. *What is program integrity?*

Program integrity is a term used by the Centers for Medicare & Medicaid Services (CMS) to describe the commitment each state Medicaid program should make towards reducing fraud, waste, and abuse. The goal of program integrity efforts is to ensure that state dollars are spent to safeguard the health and welfare of Medicaid members, and to ensure quality services.

6. *What is the TPA's role in program integrity audits?*

Beginning April 17, 2017, the TPA will support MassHealth in detecting and preventing fraud, waste, and abuse by LTSS providers. These efforts may take the form of desk, on-site, provider self-audits, and automated reviews of claims, prior authorizations, credentialing, and other data sources.

PRIOR AUTHORIZATIONS

7. *Will the TPA perform prior authorization (PA) for all LTSS services?*

Starting on May 31, 2017, the TPA will perform PA for LTSS services that require PA today. These services include

- Personal Care Attendant (PCA)
- Home Health Agency
- Durable Medical Equipment (DME)
- Prosthetics/Orthotics
- Therapies (Physical, Occupational, Speech)
- Oxygen/Respiratory Therapy

In the fall of 2017, the TPA will perform PA for

- Adult Day Health
- Adult Foster Care
- Group Adult Foster Care

- Day Habilitation

The TPA will not perform PA for complex care members who are receiving Community Case Management (CCM). This program will continue to be managed as it is currently. The TPA also will not perform utilization management activities for chronic disease and rehab hospital services. These functions will be performed as they are currently.

8. *Is there a change to how an LTSS provider submits a prior authorization (PA)?*

No. LTSS providers are still encouraged to send their PA requests to MassHealth online via the Provider Online Service Center (POSC).

In the event of a PA paper submission, the LTSS provider should mail the PA request and attachments to the TPA beginning May 31, 2017. The PA request form is available on the POSC. As a reminder, when submitting a PA request for certain services, the LTSS Provider may also be required to submit a provider-specific form (for example, an invoice) along with any MassHealth-specific attachments. Please consult your [provider manual](#) for specific requirements.

The TPA and MassHealth will work closely with the LTSS provider network to identify areas in which the submission of PAs can be simplified, enhanced, and improved.

9. *Will the TPA use its own standards for prior authorization (PA) functions?*

No. MassHealth will continue to set fee-for-service utilization management guidelines, including medical necessity guidelines for prior authorizations. The TPA will be expected to work with MassHealth and offer suggestions for clarifying and improving guidelines and criteria, as needed. Any changes to guidelines and criteria are subject to approval by MassHealth.

10. *What type of staff will the TPA use to perform prior authorization (PA) reviews?*

The TPA will use staff licensed in Massachusetts to perform PA reviews. The staff will include RNs, LPNs, therapists and social workers.

CUSTOMER SERVICE

11. *Will the TPA replace the existing MassHealth Customer Service Center Provider Support?*

Beginning May 31, 2017, LTSS providers will have access to specialized support from the LTSS Provider Service Center. LTSS providers can directly contact the LTSS Provider Service Center by calling toll-free at 1-844-368-5184. If LTSS providers

contact the MassHealth Customer Service Center (CSC) at 1-800-841-2900, they will be able to follow prompts to be connected to the LTSS Provider Service Center. The MassHealth LTSS Provider Service Center will be open 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, excluding holidays. Providers may also contact the LTSS TPA via the Provider Online Service Center (POSC) using the new email and mail addresses and fax number listed on the next page.

12. What is the important contact information?

The following table provides important contact information. This FAQ will be updated with more detailed contact information. Please check the [Third Party Administrator \(TPA\) for LTSS Services](#) webpage on the MassHealth Innovations website regularly for updated materials.

Entity	Method	Contact Information
LTSS Provider Service Center	Phone	1-844-368-5184 <i>*This phone number becomes active on May 31, 2017. Do not call before May 31.*</i>
LTSS Provider Support Email	Email	support@masshealthltss.com <i>*This email becomes active on May 31, 2017. Do not email address before May 31.*</i>
Provider Online Service Center (POSC)	Online	https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf
MassHealth Prior Authorization Unit	Phone	1-800-862-8341
MassHealth Prior Authorization Unit	Mail	MassHealth ATTN: Prior Authorization 100 Hancock Street, 6th Floor Quincy, MA 02171-1745 <i>*This address becomes active on May 31, 2017. Do not send mail to this address before May 31.*</i>

PROVIDER ENROLLMENT, CREDENTIALLING and REVALIDATION

13. *When will the TPA begin LTSS provider enrollment and credentialing?*

This will begin on May 31, 2017.

14. *Is there going to be a new process for applying to be a MassHealth LTSS Provider?*

No. The process for applying to be a MassHealth LTSS provider will remain the same. A request for application can be made through the [Provider Online Service Center \(POSC\)](#) or by contacting the LTSS Provider Service Center at 1-844-368-5184.

CLAIMS SUBMISSION

15. *Does the TPA change how LTSS providers submit claims?*

There will be no change to the claim submission process.

16. *Who will LTSS Providers contact for claims issues?*

If LTSS providers have questions about claims, please contact the LTSS Provider Service Center using the contact list below.

Method	Contact
Phone	1-844-368-5184
Email	support@masshealthtss.com
Claim Status Check	Provider Online Service Center

17. *How will the TPA coordinate fee-for-service LTSS services with MCO, ACO, community partner (CP), and Home and Community-based waiver services?*

As a part of the prior authorization process for LTSS services, the TPA will be able to identify whether a member is participating in an MCO, ACO, LTSS CP or behavioral health (BH) CP, or if the member is enrolled in a Home and Community-based Services (HCBS) waiver. The TPA will outreach to the member's ACO, MCO, CP or HCBS case manager, and then evaluate the member's request for authorization of the requested LTSS services. The TPA will be expected to review services on a member-centered, holistic basis.

STAKEHOLDER COMMUNICATION AND RESOURCES

18. *How can LTSS Providers offer input regarding the new TPA?*

Proactive communications about the LTSS TPA will be posted on the [MassHealth Innovations](#) website. Additionally, MassHealth facilitates regular stakeholder engagement sessions. If LTSS providers would like to participate and have questions or insights to share, please contact MassHealth by sending an e-mail to [ELD.LTSSTPA@ State.MA.US](mailto:ELD.LTSSTPA@State.MA.US).

19. *How can MassHealth members offer input regarding the new TPA?*

Proactive communications about the LTSS TPA will be posted on the [MassHealth Innovations](#) website. Additionally, MassHealth facilitates regular stakeholder engagement sessions. If members would like to participate and have questions or insights to share, please contact MassHealth by sending an e-mail to [ELD.LTSSTPA@ State.MA.US](mailto:ELD.LTSSTPA@State.MA.US).

20. *Where can I find more information or receive updates about the TPA transition?*

For updates and the latest information, members and LTSS providers can access the LTSS TPA webpage on the [MassHealth Innovations](#) website. MassHealth will regularly update the webpage with additional FAQs and information.

GENERAL TPA RFR and CONTRACT INFORMATION

21. *When was the request for responses released? Where can we find a copy?*

The Request for Responses (RFR) was released on July 1, 2016. The RFR and all related procurement materials are posted on CommBuys:
<https://www.commbuys.com/bs0/external/bidDetail.sdo?docId=BD-16-1039-EHS01-EHS01-00000008526&external=true&parentUrl=bid>