



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Urgent Care Clinic Bulletin 1

DATE: July 2024

TO: Urgent Care Clinics Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Access to Out-of-Network Urgent Care Clinic Services for Managed Care Entity (MCE) Enrollees**

Overview

The Executive Office of Health and Human Services (EOHHS) continues to focus on ensuring appropriate access to care for its members. Understanding capacity issues in many emergency departments at hospitals in certain parts of the Commonwealth, EOHHS is expanding access to urgent care settings when appropriate for managed care entity (MCE) enrollees.

This bulletin applies to urgent care clinics enrolled in MassHealth and explains EOHHS requirements for Accountable Care Partnership Plans (ACPPs), Managed Care Organizations (MCOs), One Care Plans, and Senior Care Options (SCO) Plans related to enrollee access to services provided by out-of-network urgent care clinics.

This is the first bulletin for urgent care clinics.

Access to Services Provided by Out-of-Network Urgent Care Clinics

As described in [MCE Bulletin 119](#), effective for dates of service beginning July 3, 2024, and for 90 days after, EOHHS is requiring ACPPs, MCOs, One Care Plans, and SCO Plans to cover services provided by out-of-network urgent care clinics (UCCs) enrolled in MassHealth in the following counties: Essex, Middlesex, Suffolk, Norfolk, Bristol, Plymouth, Barnstable, Dukes, and Nantucket.

Under this policy, UCCs enrolled in MassHealth in Essex, Middlesex, Suffolk, Norfolk, Bristol, Plymouth, Barnstable, Dukes, and Nantucket counties may bill MCEs for services delivered to an MCE enrollee regardless of whether the urgent care clinic is contracted with the enrollee's MCE as a network provider, for dates of service beginning July 3, 2024, and for 90 days after.

Urgent care clinics may need to enter into single-case agreements or other arrangements with MCEs to be paid for the services delivered to MCE enrollees. UCCs should bill MCEs in accordance with 130 CMR 455.405. MCEs will also be required to update their websites to inform urgent care clinics who to contact at the ACPP, MCO, One Care Plan, or SCO Plan to receive additional guidance related to billing out-of-network claims. Please see the following list of MCEs and their websites.

Accountable Care Partnership Plans

BeHealthy Partnership Plan

<https://behealthypartnership.org/>

Berkshire Fallon Health Collaborative

www.fallonhealth.org/berkshires

East Boston Neighborhood Health WellSense Alliance

www.wellsense.org/eastboston

Fallon 365 Care

www.fallonhealth.org/365care

Fallon Health Atrius Health Care Collaborative

www.fallonhealth.org/atriushealth

Mass General Brigham Health Plan with Mass General Brigham ACO

www.massgeneralbrighamhealthplan.org

Tufts Health Together with Cambridge Health Alliance (CHA)

www.tuftshealthtogether.com/cha

Tufts Health Together with UMass Memorial Health

www.tuftshealthtogether.com/umassmemorialhealth

WellSense Care Alliance

www.wellsense.org/carealliance

WellSense Beth Israel Lahey Health (BILH) Performance Network ACO

www.wellsense.org/bilh

WellSense Boston Children's ACO

www.wellsense.org/bch

WellSense Community Alliance

www.wellsense.org/community

WellSense Mercy Alliance

www.wellsense.org/mercy

WellSense Signature Alliance

www.wellsense.org/signature

WellSense Southcoast Alliance
www.wellsense.org/southcoast

Managed Care Organizations

WellSense Essential MCO
www.wellsense.org

Tufts Health Together
www.tuftshealthplan.com/together

One Care Plans

Commonwealth Care Alliance
www.commonwealthcarealliance.org/ma/members/medicare-masshealth-plans/one-care/

Tufts Health Unify
www.tuftshealthplan.com/member/tufts-health-unify/home

UnitedHealthcare Connected
www.uhccommunityplan.com/ma/medicaid/one-care

Senior Care Options Plans

Commonwealth Care Alliance
www.commonwealthcarealliance.org/ma/become-a-member/medicare-masshealth-plans/senior-care-options/

Fallon Health NaviCare
www.fallonhealth.org/navicare

Senior Whole Health
www.molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx

Tufts Health Plan SCO
www.tuftshealthplan.com/provider/our-plans/tufts-health-plan-senior-care-options

UnitedHealthcare SCO
www.uhc.com/communityplan/massachusetts/plans/medicare/2024/senior-care-options-hmo-snp

WellSense Health Plan
www.wellsense.org/plans/medicare/ma/senior-care-options

MassHealth Website

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If you have questions about the information in this bulletin, please contact:

Long-Term Services and Supports

Phone: (844) 368-5184 (toll free)

Email: support@masshealthltss.com

Portal: MassHealthLTSS.com




Mail: MassHealth LTSS
PO Box 159108
Boston, MA 02215

Fax: (888) 832-3006

All Other Provider Types

Phone: (800) 841-2900, TDD/TTY: 711

Email: provider@masshealthquestions.com

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