# Urgent Care Clinic Bulletin 1

Commonwealth of Massachusetts

Executive Office of Health and Human Services

Office of Medicaid

[www.mass.gov/masshealth](https://www.mass.gov/orgs/masshealth)

**DATE:** July 2024

**TO:** Urgent Care Clinics Participating in MassHealth

**FROM:** Mike Levine, Assistant Secretary for MassHealth [signature of Mike Levine]

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](https://www.mass.gov/lists/masshealth-provider-bulletins-by-provider-type-i-n#managed-care-entity-), 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](http://www.fallonhealth.org/berkshires)

East Boston Neighborhood Health WellSense Alliance

[www.wellsense.org/eastboston](http://www.wellsense.org/eastboston)

Fallon 365 Care

[www.fallonhealth.org/365care](http://www.fallonhealth.org/365care)

Fallon Health Atrius Health Care Collaborative

[www.fallonhealth.org/atriushealth](http://www.fallonhealth.org/atriushealth)

Mass General Brigham Health Plan with Mass General Brigham ACO

[www.massgeneralbrighamhealthplan.org](http://www.massgeneralbrighamhealthplan.org)

Tufts Health Together with Cambridge Health Alliance (CHA)

[www.tuftshealthtogether.com/cha](http://www.tuftshealthtogether.com/cha)

Tufts Health Together with UMass Memorial Health

[www.tuftshealthtogether.com/umassmemorialhealth](http://www.tuftshealthtogether.com/umassmemorialhealth)

WellSense Care Alliance

[www.wellsense.org/carealliance](http://www.wellsense.org/carealliance)

WellSense Beth Israel Lahey Health (BILH) Performance Network ACO

[www.wellsense.org/bilh](http://www.wellsense.org/bilh)

WellSense Boston Children's ACO

[www.wellsense.org/bch](http://www.wellsense.org/bch)

WellSense Community Alliance

[www.wellsense.org/community](http://www.wellsense.org/community)

WellSense Mercy Alliance

[www.wellsense.org/mercy](http://www.wellsense.org/mercy)

WellSense Signature Alliance

[www.wellsense.org/signature](http://www.wellsense.org/signature)

WellSense Southcoast Alliance

[www.wellsense.org/southcoast](http://www.wellsense.org/southcoast)

## Managed Care Organizations

WellSense Essential MCO

[www.wellsense.org](http://www.wellsense.org)

Tufts Health Together

[www.tuftshealthplan.com/together](http://www.tuftshealthplan.com/together)

## One Care Plans

Commonwealth Care Alliance

[www.commonwealthcarealliance.org/ma/members/medicare-masshealth-plans/one-care/](http://www.commonwealthcarealliance.org/ma/members/medicare-masshealth-plans/one-care/)

Tufts Health Unify

[www.tuftshealthplan.com/member/tufts-health-unify/home](http://www.tuftshealthplan.com/member/tufts-health-unify/home)

UnitedHealthcare Connected

[www.uhccommunityplan.com/ma/medicaid/one-care](http://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/](http://www.commonwealthcarealliance.org/ma/become-a-member/medicare-masshealth-plans/senior-care-options/)

Fallon Health NaviCare

[www.fallonhealth.org/navicare](http://www.fallonhealth.org/navicare)

Senior Whole Health

[www.molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx](http://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](http://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](http://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](http://www.wellsense.org/plans/medicare/ma/senior-care-options)

## MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](http://www.mass.gov/masshealth-provider-bulletins) web page.

[Sign up](https://www.mass.gov/forms/email-notifications-for-provider-bulletins-and-transmittal-letters) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

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](https://www.masshealthltss.com/s/?language=en_US)

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

[MassHealth on Facebook](https://www.facebook.com/MassHealth1/) [MassHealth on X (Twitter)](https://www.twitter.com/MassHealth) [MassHealth on YouTube](https://www.youtube.com/channel/UC1QQ61nTN7LNKkhjrjnYOUg)