



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid, Health Safety Net  
100 Hancock Street, 6<sup>th</sup> Floor  
Quincy, Massachusetts 02171



CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

DANIEL TSAI  
Assistant Secretary for  
MassHealth

[www.mass.gov/eohhs](http://www.mass.gov/eohhs)

December 2016

## **Health Safety Net (HSN) Claim Update Zero (\$0) Charges and Total Charges**

**This HSN billing update is related to claims submitted on 837I, 837P and 837D**

**Effective February 1, 2017:** HSN requires the following in terms of charges submitted on claims:

- **Institutional (837I) claims** must have a Monetary Amount greater than \$0 in the Claim Segment (Total Charges). All Revenue Code Lines with monetary amount populated must equal the Total Charge Amount in the Claim Segment when added together.
  - It is allowable for some lines to report \$0 when applicable, however if all lines are equal to \$0 and results in Total Charges equal to \$0, the claim will be denied by HSN and not eligible for payment consideration.
  - Claims denied for Total Charge Equal to \$0 can be corrected. Providers should void the paid claim in MMIS and submit a new original claim with all corrections.
- **Professional (837P) and Dental (837D) claims** must have a Monetary Amount greater than \$0 in the Claim Segment (Total Charges). All Service Lines with Monetary Amount populated must equal the Total Charge Amount in the Claim Segment when added together.
  - It is allowable for some lines to report \$0 when applicable, however if all lines are equal to \$0 and results in Total Charges equal to \$0, the claims will be denied by HSN and not eligible for payment consideration.
  - When a service line is reported with Monetary Amount equal to \$0, this line will not be priced as part of the per service payment.
  - Claims denied for Total Charges Equal to \$0 can be corrected. Providers should void the paid claim in MMIS and submit a new original claim with all corrections.



- Claims that are paid by the HSN but determined to be underpaid due to missing charges should be resubmitted as a Replacement Claim with the appropriate amount reported for pricing and payment reconsideration.