



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid, Health Safety Net
100 Hancock Street, 6th 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

December 2016

*****Important Health Safety Net Billing Updates and Reminders*****

The Health Safety Net (HSN) will begin to email and post updates to the HSN website that will assist HSN providers in obtaining correct payments, and submitting of compliant files.

IMPORTANT! Please review these updates carefully, as they may impact how your facility bills HSN now or in the future! Please share these updates with any and all individuals/entities that assist your facility in billing including your billing intermediaries. Each reminder or update indicates the effective date for these guidelines and which 837 category they impact (i.e. 837I, 837P, and/or 837D).

Below is some information and news about the updates. Please keep an eye out for additional HSN billing updates throughout the year.

HSN Billing Updates:

Attached to this email are several billing updates that relate to how your facility should bill Health Safety Net. You and your providers may already be following these guidelines. If as a provider you are unsure if these guidelines are being followed, and you use a billing company or intermediary, please check in with them.

HSN will in the future be turning on edits as they relate to the updates. Initially the edits will be a warning. Please review those warnings, as during this phase, providers will have the opportunity to make corrections within their billing system, without the edit effecting payment. After one month the edits will become fatal edits and providers will be required to make corrections before the claim can be processed for payment.



HSN Billing Reminders:

- **Billing Updates Posted Online:** Provider should be checking the HSN website regularly for “billing updates”. HSN will be posting all billing updates and reminders going forward.
- **Secondary Claims:** Providers are reminded that when submitting secondary claims, HSN must have the primary payer information to assist in correct payment.
- **TCN/Patient Account Number:** As a reminder, providers must not enumerate the reported TCN/Patient Account Number when correcting claims. Any billing system enumeration should be suppressed. Additionally, when sending information or claim reviews to HSN, Providers must send in the entire TCN/Patient Account Number, including any leading zero’s and any prefix or suffix that is part of that identifier.
- Please also see the attached reminder on how providers should bill “Other Identified on Destination Payer’s Subscriber Level”

Please contact the Health Safety Net Helpdesk for questions or concerns. 800-609-7232 or HSNHelpdesk@state.ma.us