



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)

May 2017

**\*\*\*Important Health Safety Net Billing Updates\*\*\***

**HSN Waiver Request:** Effective October 1 2017, HSN will begin to follow the process that MassHealth uses for all billing waiver requests. This means that for any request from that date forward, HSN will no longer grant billing waivers for the entire organization for all claims during a time period, but will approve billing waivers based on particular claims for a particular period of time.

This change does not impact the current 90 day waiver and final billing deadline appeals process currently in place. This process will also not impact current approved waivers. Further information will be distributed to providers in a future billing update.

**Warnings to Fatal Edits:** In December 2016, the Health Safety Net sent to provider's notification of clarification on several Billing Updates. Updates are posted on the HSN website. Since that time, HSN has continued to monitor, and refine the warnings generated by these updates. At this time, we have found that providers have worked with HSN to understand any warnings, and made adjustments needed to rectify questions. The number of warnings had dropped considerably, across all providers.

Due to the decrease in warnings per facility, HSN has made the decision to change the warnings to FATAL EDITS. This will occur on July 28, 2017 for all CHCs 837P files submitted to HSN. Please keep in mind that once the edit is FATAL, the HSN will not process the claim for payment, until such time as the error has been corrected by the provider, and the claim no longer has any FATAL edits. To that end, HSN has decided to keep the Quantity Adjustment Edit ID 3065 as a warning.

**Reminders!**

**FY 2015 Closing:** Providers are reminded that FY15 will be closing September 30, 2017. Any claims or corrections for FY15 must be completed before the Fiscal Year is closed. Any claims trying to process after the FY close will be denied.

**HSN Secondary Claims:** Providers **MUST** when sending HSN secondary claims include all service lines that are part of the total charges. No service lines should be deleted. Additionally,



Providers must give HSN the information on any prior payments, denials, or contractual adjustments. This includes any Mass Health payments, other government payers and commercial payers etc.

HSN and MassHealth Limited: HSN is the payer of last resort. Providers MUST bill all other potential payers before billing the HSN. This includes MassHealth Limited.

Billing Intermediary: When using a Billing Intermediary, providers must notify Health Safety Net. Failure to notify HSN of using a BI may result in non-adjudication of claims and payments not being made to providers.

Please contact Health Safety Net for questions or concerns. 800-609-7232 or [HSNHelpdesk@state.ma.us](mailto:HSNHelpdesk@state.ma.us)