TO: Hospice Providers Participating in MassHealth
FROM: Daniel Tsai, Assistant Secretary for MassHealth
RE: Change in Phone Number for Hospice Election Status

Summary

This bulletin transmits a new phone number that providers must use when inquiring on the status of the Hospice Election Form (HOS-1) submitted on behalf of MassHealth members seeking to elect, revoke, or terminate hospice services, or change hospice providers. The new number is (833) 251-2768 and is effective immediately.

Background and procedures

Hospice providers must complete the MassHealth HOS-1 according to the instructions on the form (see 130 CMR 437.412(C), and submit the form to the MassHealth Hospice Enrollment Unit (see address below).

Questions or inquiries about the HOS-1 status also may be directed to the MassHealth Hospice Enrollment Unit in any of the following ways.

- Call (833) 251-2768;
- Email to MassHealthHospiceEnrollment@umassmed.edu;
- Fax to (617) 886-8402; or
- Mail to the MassHealth Hospice Enrollment Unit, UMMS-CHCF, 529 Main St., Suite 320, Charlestown, MA 02129

MassHealth website

This bulletin is available on the MassHealth website at www.mass.gov/masshealth-provider-bulletins.

To sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, send a blank email to join-masshealth-provider-pubs@listserv.state.ma.us. No text in the body or subject line is needed.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Services Center at (800) 841-2900, email your inquiry to providersupport@mahealth.net, or fax your inquiry to (617) 988-8974.

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