Massachusetts Health Care Training Forum

MassHealth Provider Services Updates
January 2017

Executive Office of Health & Human Services
AGENDA

- Ordering, Referring and Prescribing Provider Requirements
- MassHealth Provider Directory Web Page
- MassHealth Bulletins and Resources Page
Ordering, Referring and Prescribing Provider Requirements
Ordering and Referring (O&R) Requirements

Background

- ACA Section 6401 (b)

- States must require:
  - All ordering or referring physicians and other professionals be enrolled under the State [Medicaid] Plan…as a participating provider; and
  - The NPI of any ordering or referring physician or other professional…be specified on any claim for payment that is based on an order or referral of the physician or other professional.

- MassHealth is continuing its implementation efforts. In March 2016 we began providing informational messaging on certain impacted claims.

- All provider types listed on the next slide must apply to enroll with MassHealth, at least as a non-billing provider, regardless of practice location (private practice, hospital, CHC, CMHC, etc.) The legislation applies to physician interns and residents but not other types of interns and residents.

- Fillable non-billing provider applications and contracts are available via the MassHealth website:

http://www.mass.gov/eohhs/provider/insurance/masshealth/aca/aca-section-6401enrollment-information.html
O&R Requirements

Provider Types (including interns and residents in those provider types) authorized to be included on a claim as the ordering, referring or prescribing provider:

- Certified Nurse Midwife
- Certified Registered Nurse Anesthetist
- Clinical Nurse Specialist
- Dentist
- Licensed Independent Clinical Social Worker
- Nurse Practitioner
- Optometrist
- Pharmacist (if authorized to prescribe)
- Physician
- Physician Assistant
- Podiatrist
- Psychiatric Clinical Nurse Specialist
- Psychologist
O&R Requirements

Next Steps:

- Providers are required to apply to enroll with MassHealth, at least as a non-billing provider, regardless of practice location (private practice, hospital, CHC, CMHC, etc.)

- Providers that order, refer or prescribe services for MassHealth members will need to include their NPI on written orders, referrals and prescriptions.

- MassHealth is updating the process for entity PCC referrals to ensure they meet the O&R requirements. This will be put in place and communicated upon its finalization.

- MassHealth is developing (production TBD) a searchable database of MassHealth enrolled providers.
MassHealth Provider Directory
Web Page
Overview

New provider search option for members with disabilities.

- Is your practice represented?
- Drive members to your practice.

For help, see the FAQ and to Contact MassHealth links on the MassHealth Provider Directory page.

The “For Providers” tab at the top of the Disabilityinfo.org web page includes contact info and other resources.
MassHealth Provider Directory

New accessibility features are available on the MassHealth Provider Directory web page:

▪ Redesigned to include a link to Disabilityinfo.org Index to search for providers and other healthcare professionals with experience providing services to people with disabilities.

▪ Intuitive screen reader navigation.
https://masshealth.ehs.state.ma.us/providerdirectory/
MassHealth Bulletins and Resources
MassHealth Bulletins

To access MassHealth bulletins, go to: http://www.mass.gov/masshealth and select "Provider Library" from the left panel. Click on "Provider Bulletins". Then click on “2016 Bulletins”. Then click on each bulletin to download.

Provider Updates Email Sign Up

Sign up to receive e-mail notification of updates to MassHealth provider manuals, including regulations, and new provider bulletins.

join-masshealth-provider-pubs@listserv.state.ma.us

Note: When you follow this link, a blank e-mail will appear. Just send the blank e-mail as it's addressed. No text in the body or subject line is needed.
Resources

If you have questions contact MassHealth Customer Service Center:

- By e-mail at providersupport@mahealth.net or
- By phone at 1-800-841-2900
- By fax:
  
  **Provider Fax Numbers**
  
  EDI (617) 988-8972 and (617) 988-8971
  Fulfillment Requests (617) 988-8973
  PEC (617) 988-8974
  Permidion HMS Government Services (877) 735-7415
  Provider Research (617) 988-8904
  Transportation (PT-1 Forms) (617) 988-2925
  (617) 988-2927

- MassHealth POSC Job Aids