Health Safety Net Updates

Massachusetts Health Care Training Forum
April 2016
HSN Updates – Agenda

• Regulatory Updates
  • Income Limits and Deductible Calculation
  • Retroactive Eligibility
  • HSN Presumptive Determinations (HSN-PD)

• Reminders
  • ConnectorCare + HSN Time Limited
  • HSN Help Desk Information
  • Web Links to HSN Provider Lists
HSN Regulation Updates

• Updates to 101 CMR 613.00, *Health Safety Net Eligible Services*, were adopted April 8, 2016.

• The updates will apply to services provided on or after June 1, 2016.

• The updates include, but are not limited to:
  • Income eligibility
  • Deductible calculations
  • Retroactive eligibility
  • HSN Presumptive determinations
HSN Updates – Income Limits

• Under the new regulation, the HSN will be available to uninsured or underinsured Massachusetts residents whose family income is at or below 300% of the Federal Poverty Level (FPL).
  • HSN Primary/Secondary will be available up to 150% of the FPL.
  • HSN Primary/Secondary Partial will be available from 150.1% to 300% of the FPL. HSN Partial patients are responsible for a deductible.

• These updates have an effective date of June 1 and will be fully implemented in late June.
HSN Updates – Deductible Calculation

- HSN Partial deductibles are equal to the greater of:
  - The annualized lowest cost ConnectorCare premium adjusted for family size (currently $516 for an individual) and
  - 40% of difference between a family’s income and 200% of the FPL for the family size

- If no deductible displays in EVS, then the patient is not responsible for a deductible. Providers should NOT calculate deductibles.

- These updates will be implemented in late June.
HSN Updates – Retroactive Eligibility

• Starting on June 1, 2016, the HSN’s retroactive eligibility policy will be consistent with MassHealth’s retroactive eligibility policy.
  • All patients will receive 10 days of eligibility retroactive to the application date.

• Current retroactive eligibility rules will apply to determinations based on applications submitted before June 1.
HSN Updates – HSN Presumptive Determination

• Starting on June 1, HSN providers will be able to determine patients eligible for the HSN on a presumptive basis if a full application for health coverage cannot be completed on the day the person comes in for health services.

• HSN Presumptive Determinations (HSN-PD) will last until the end of the next month after the presumptive determination, or upon a subsequent determination related to the patient’s application, whichever is earlier.

• This process will be similar to existing MassHealth processes for Hospital-Determined Presumptive Eligibility with exceptions:
  • The HSN-PD process will be available to both hospitals and CHCs.
  • HSN-PD applications must be submitted by a Facility Representative who understands the HSN-PD process and has access to EVS, but this individual is not required to be a Certified Assister.

• The application is currently being finalized.
  • A training webinar will be provided in May.
  • Qualified, interested staff may attend the call or read the slides to become trained on how to submit an HSN-PD application.
HSN Reminders

Time-Limited HSN for ConnectorCare + HSN Eligible Individuals

- Time-limited HSN is available to patients eligible for both ConnectorCare and the HSN in order to give patient time to select and enroll in a ConnectorCare plan.

- If someone is determined eligible for both ConnectorCare and the HSN, the HSN will pay for eligible medical and dental services for the first 90 days after their application date.
  - After the 90th day, the HSN will only pay for eligible dental services.

- This is not a new policy. It is consistent with previous regulations, and was implemented on April 1, 2016.

- Eligibility information for ConnectorCare + HSN patients is viewable in EVS. However, EVS will NOT show ConnectorCare enrollment information.
  - Whenever possible, providers should check the HIX and other enrollment information sources to confirm ConnectorCare enrollment.
HSN Reminders

Time-Limited HSN for ConnectorCare + HSN Eligible Individuals

Date of Service WITHIN 90 days of the application date

Date of Service MORE THAN 90 days after the application date
HSN Reminders

Help Desk Contact Information

• The Health Safety Net has a help desk specifically for providers.

• For questions about HSN policy, INET, Dental, HSN remittances, eligibility and pricing on HSN claims, providers should contact the HSN Provider Help Desk via phone at 800-609-7232 or via email at HSNHelpdesk@state.ma.us.
  • Please be sure you are using the correct email address. Some emails have been sent to a different saved email address (HCF) and those emails do not reach the HSN.

• All other provider questions about HSN medical claims that are not related to eligibility, pricing, or payment should be directed to MassHealth Customer Service at 800-841-2900.

• To send information about Medical Hardship, HSN INET user agreements, Business Partner Agreements, or Serious Reportable events, providers should fax the HSN Help Desk Fax at 617-786-4380.

• Patients should call the HSN Patient Eligibility Line at 877-910-2100.
HSN Reminders

Provider Lists on the HSN Website