

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

Health and Human Services Mass.gov

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Member Information Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID [REDACTED]

| Date Range | Eligibility Status |
|-----------------------|---------------------|
| 03/08/2016 03/08/2016 | CONNECTORCARE + HSN |

The information below refers to the CONNECTORCARE + HSN coverage for 03/08/2016 to 03/08/2016.

Eligibility Restrictive Messages

Restrictive Messages

- 1560 / TEMPORARY HSN AVAILABLE. MEMBER ELIGIBLE FOR CONNECTORCARE. IF MEMBER IS UNENROLLED, VISIT MAHEALTHCONNECTOR.ORG FOR MORE INFORMATION.
- 770 / 648 HSN PHARMACY COPAYS MAY BE APPLICABLE
- 633 / 633 HSN IS FOR CERTAIN HOSPITAL AND CHC SERVICES ONLY. MEMBER IS NOT ELIGIBLE FOR MASSHEALTH. CALL 1-877-910-2100.

Member Payment Responsibility Detail

| | |
|---------------------|--------------------------|
| Patient Paid Amount | Patient Paid Amount Type |
| Spend Down Amount | |
| Deductible Amount | Deductible Date |
| Co-pay Status | Co-pay Cap Status |

Restrictive Messages

[Close](#) [Perform Another Eligibility Check](#)

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Member Information Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID [REDACTED]

| Date Range | Eligibility Status |
|-----------------------|---------------------|
| 04/06/2016 04/06/2016 | CONNECTORCARE + HSN |

The information below refers to the CONNECTORCARE + HSN coverage for 04/06/2016 to 04/06/2016.

Eligibility Restrictive Messages

Restrictive Messages

- 1561 / HSN DENTAL AVAILABLE. MEMBER ELIGIBLE FOR CONNECTORCARE. IF MEMBER IS UNENROLLED, VISIT MAHEALTHCONNECTOR.ORG FOR MORE INFORMATION.

Member Payment Responsibility Detail

| | |
|---------------------|--------------------------|
| Patient Paid Amount | Patient Paid Amount Type |
| Spend Down Amount | |
| Deductible Amount | Deductible Date |
| Co-pay Status | Co-pay Cap Status |

Restrictive Messages

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HSN Reminders

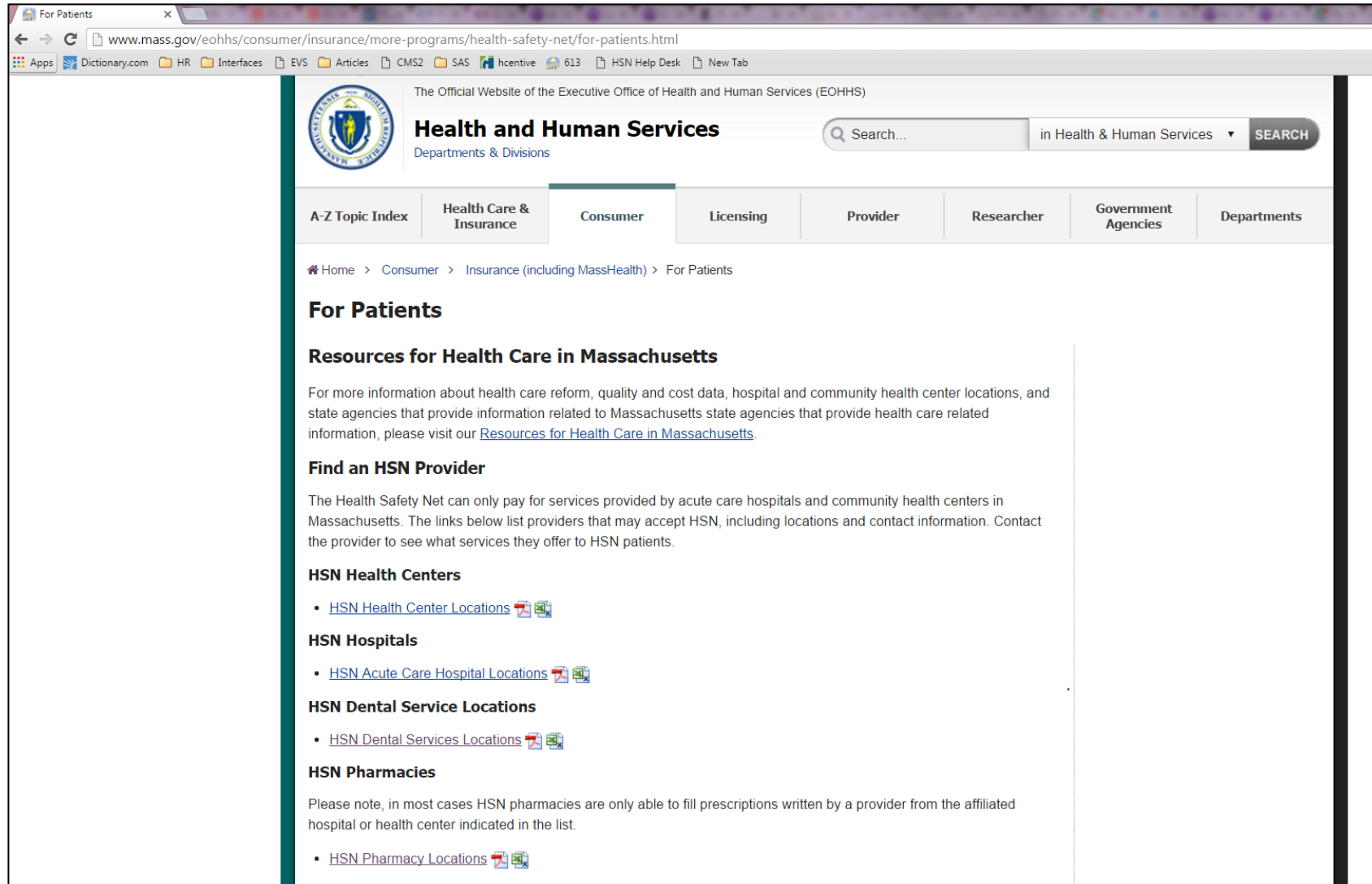
Help Desk Contact Information

- 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



The screenshot shows a web browser window displaying the HSN website. The address bar shows the URL: www.mass.gov/eohhs/consumer/insurance/more-programs/health-safety-net/for-patients.html. The page header includes the EOHHS logo and the text "The Official Website of the Executive Office of Health and Human Services (EOHHS)". The main navigation menu includes "A-Z Topic Index", "Health Care & Insurance", "Consumer", "Licensing", "Provider", "Researcher", "Government Agencies", and "Departments". The "Consumer" menu item is selected. The breadcrumb trail reads: Home > Consumer > Insurance (including MassHealth) > For Patients. The main content area is titled "For Patients" and "Resources for Health Care in Massachusetts". It provides information about health care reform and links to "Resources for Health Care in Massachusetts". The "Find an HSN Provider" section explains that the Health Safety Net can only pay for services provided by acute care hospitals and community health centers in Massachusetts. It lists links for "HSN Health Centers", "HSN Hospitals", "HSN Dental Service Locations", and "HSN Pharmacies".

The Official Website of the Executive Office of Health and Human Services (EOHHS)

Health and Human Services

Departments & Divisions

Search... in Health & Human Services SEARCH

A-Z Topic Index Health Care & Insurance **Consumer** Licensing Provider Researcher Government Agencies Departments

Home > Consumer > Insurance (including MassHealth) > For Patients

For Patients

Resources for Health Care in Massachusetts

For more information about health care reform, quality and cost data, hospital and community health center locations, and state agencies that provide information related to Massachusetts state agencies that provide health care related information, please visit our [Resources for Health Care in Massachusetts](#).

Find an HSN Provider

The Health Safety Net can only pay for services provided by acute care hospitals and community health centers in Massachusetts. The links below list providers that may accept HSN, including locations and contact information. Contact the provider to see what services they offer to HSN patients.

HSN Health Centers

- [HSN Health Center Locations](#)

HSN Hospitals

- [HSN Acute Care Hospital Locations](#)

HSN Dental Service Locations

- [HSN Dental Services Locations](#)

HSN Pharmacies

Please note, in most cases HSN pharmacies are only able to fill prescriptions written by a provider from the affiliated hospital or health center indicated in the list.

- [HSN Pharmacy Locations](#)

