

Health Safety Net Updates

Massachusetts Health Care Training Forum
April 2017



HSN Updates – Agenda

- Billing Updates
- Operational Reminders
- HSN Eligibility Updates:
 - MAHealthConnector.org Screen Updates
 - New Notices
- Provider Guidebook



HSN Billing Updates

- HSN sent out information to providers and billing intermediaries on several billing updates in December, 2016 and January, 2017.
 - Beginning in March, 2017, providers began to see warnings associated with the updates on their INET edit/validation reports.
 - HSN has been proactively reaching out to providers who have a high percentage of warnings on their claims.
 - Providers will be notified before HSN changes the warning to fatal edits.
 - All Billing Updates can be found on the HSN website: <http://www.mass.gov/eohhs/consumer/insurance/more-programs/health-safety-net/providers/provider-guides-and-information.html>



HSN Operational Reminders

- Provider must contact HSN before beginning a new Billing Intermediary or changing the Billing Intermediary used to submit claims. Failure to complete notification to HSN will result in claims not processing at HSN.
- Please be sure to let HSN know if you have staff that have left your facility so that HSN can deactivate their access to INET.
- If you have new staff, please be sure to have them complete an HSN INET user agreement. Agreements can be found on the HSN website:

www.mass.gov/eohhs/docs/masshealth/hsn/hsn-user-agreement.pdf



HSN Eligibility Updates

- As a reminder:
 - Individuals who are eligible for ConnectorCare can receive HSN medical and dental services for 90 days from their application date. This is called Temporary HSN.
 - They also are eligible for HSN services 10 days retro from their application date. This accounts for 100 days of HSN medical and dental services.
 - After those 100 days, individuals with ConnectorCare are eligible for HSN dental only.
- **Important!** Individuals are only eligible for HSN medical and dental services for 100 days if they met one of the below criteria:
 - They are newly eligible for a ConnectorCare plan OR
 - They were previously eligible for a MassHealth or unsubsidized QHP
- Individuals who are currently eligible for a ConnectorCare plan and are renewed into ConnectorCare (**even if it's a different plan type**) do **NOT** get another 100 days of HSN medical and dental. They are eligible for HSN dental only until they meet one of the conditions above.



HSN Eligibility Updates

- In May 2017, there will be an updated release to MAhealthconnector.org. that will provide more information for individuals with ConnectorCare and temporary HSN.
- The update will include the following:
 - Updates to the eligibility screens to indicate:
 - HSN medical eligibility is temporary (if within the first 90 days) OR
 - HSN dental eligibility only (if after the 90 days)
 - Updates to the member noticing to indicate:
 - HSN medical eligibility is temporary (if within the first 90 days) OR
 - HSN dental eligibility only (if after the 90 days)
- 90-days from the date of determination, individuals eligible for ConnectorCare with an HSN-wrap will automatically be moved to an HSN dental only benefit.
 - They will NOT receive a new notice, their first eligibility notice for HSN will contain all the information
 - Their eligibility screens will update on MAHealthConnector.org
- Most individuals with ConnectorCare and HSN-wrap already have HSN dental only. As their eligibility is re-determined in the system, that information will update accordingly and appropriate notification will be sent.



Example - New Eligibility Screen

Example of ConnectorCare Eligibility with Temporary HSN (first 90 days)

Eligibility Details	
Date your application was submitted	March 14, 2017
Your Household Federal Poverty Level (FPL) ⓘ	145.0% What is this? ↗
Your Household Verified FPL	145.0%
Health Connector Eligibility Effective Date	April 1, 2017

Program Eligibility	
Name	You qualify for these programs
Bill	ConnectorCare Plan Type 2A (
Dental/CA	Premium Tax Credits plus Mas state subsidy) ⓘ
	Temporary Health Safety Net ⓘ

You will have Health Safety Net (HSN) medical and dental for 90 days. The HSN can help pay for certain services provided at community health centers and acute care hospitals. After 90 days, the HSN can only help pay for dental services. For more information about the HSN, please contact HSN Patient Customer Service at 877-910-2100.



Example – New Eligibility Screen

Example of ConnectorCare Eligibility with HSN Dental (after 90 days)

Read through your results below, learn about the programs you qualify for, and look at the proofs we may need you to send us.

Household 1 -

Eligibility Details	
Date your application was submitted	March 24, 2017
Your Household Federal Poverty Level (FPL) ⓘ	147.2% What is this? ↗
Your Household Verified FPL	147.2%
Health Connector Eligibility Effective Date	May 1, 2017

Program Eligibility

Name	You qualify for these programs	
Bill DentalCA	ConnectorCare Plan Type Premium Tax Credits plus state subsidy) ⓘ	You are eligible for Health Safety Net (HSN) dental. The HSN can help pay for certain dental services provided at community health centers and acute care hospitals. For more information about the HSN, please contact HSN Patient Customer Service at 877-910-2100.
	Health Safety Net Dental ⓘ	



Example – New Notice Language with HSN Temporary Coverage

Health Safety Net is available for a limited time only.

The person listed above is also eligible for a ConnectorCare plan through the Massachusetts Health Connector. Because this person is eligible for ConnectorCare, the Health Safety Net will only pay for eligible medical services for a limited period of time.

If the listed person recently qualified for the Health Safety Net and ConnectorCareHealth, they can use the Health Safety Net for up to 90 days while they select and enroll in a ConnectorCare plan. After 90 days, the Health Safety Net will only pay for eligible dental services.

For more information about what the Health Safety Net pays for, including where to find information about HSN Providers, see the section below called “How Does the Health Safety Net Work?”.



Example – New Notice Language with HSN Dental Only Coverage

Health Safety Net is available for eligible dental services.

The person listed above is also eligible for a ConnectorCare plan. This person was given 90 days of HSN eligibility to give them time to select and enroll in a ConnectorCare plan. Because those 90 days have passed, the Health Safety Net will only pay for eligible dental services.

For more information what the Health Safety Net pays for, including where to find information about HSN Providers, see the section below called “How Does the Health Safety Net Work?”. If you have questions about this person’s Health Safety Net eligibility, call 1-877-910-2100.

If you want to know more about ConnectorCare, go to MAhealthconnector.org or call Health Connector Customer Service at 1-877 MA ENROLL (1-877-623-6765) or TTY 1-877-623-7773 if you are deaf, hard of hearing or speech disabled.



Provider Guidebook

- This summer the HSN will be releasing a new Provider Guidebook.
- This Guidebook will replace its predecessor, HSN Provider Frequently Asked Questions. The Guidebook contains the most recent information and includes direct, relevant, HSN-specific information.
- The objective of this Guidebook is to offer a comprehensive, orientation for providers. This includes health care providers, billing departments, fiscal operations staff, patient navigators, and other providers who interact with the Health Safety Net. The guidebook serves as an introduction to HSN, and answers to frequently asked questions may be found within the document.

Health Safety Net Provider Guidebook

*Key information for providers on
eligibility, billing, applications, and
other resources*

FEBRUARY 2017

COMMONWEALTH OF MASSACHUSETTS

Executive Office of Health and Human Services

HSN
healthsafetynet



Provider Guidebook

There are five sections, in addition to the **Web Resources Index** in the appendix:

- 1. Section One:** HSN eligibility as well as covered and non-covered services.
- 2. Section Two:** Focuses on the fiscal operations of the Health Safety Net Office, funding streams, and how hospital and community health center payments are calculated and paid.
- 3. Section Three:** Billing information including how to bill patients, the HSN Office, and HSN Bad Debt.
- 4. Section Four:** HSN Special Circumstances.
- 5. Section Five:** Pharmacy guidelines.

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QUESTIONS?

