

# Health Safety Net Updates

Massachusetts Health Care Training Forum  
October 2017



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# HSN Updates – Agenda

- Update to HSN Payment Regulations (614)
- Billing Reminders
  - HSN Fiscal Year Closings
  - HSN as a Secondary Payer
  - HSN and Billing Intermediary (BI) Changes
- HSN Claim Reports
- DentaQuest (DQ) Payment Update



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# Updates to HSN 614 Regulations

- The HSN regulations were updated effective on October 1<sup>st</sup>, 2017. The following updates were made:
  - Non-acute hospitals will now be subject to an hospital assessment, similar to the assessment currently in place for acute hospitals
  - Aligning vaccine payment methodologies for CHCs with the same methodologies used for pulmonology payments (paid separately if not occurring the same day as a medical visit)
  - Administrative updates to definitions, regulatory citations, and when HSN is a secondary payment
- The Public Hearing for these regulations will be held on 1PM – 3PM on October 27, 2017 at the 1<sup>st</sup> floor conference room at 100 Hancock Street, Quincy
- Written testimony must be submitted by 5:00 p.m. on October 27, 2017



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# HSN Billing Reminders - Fiscal Year Closings

- **HSN FY 2015 Closed:** Providers are reminded that HSN FY15 is closed as of September 30, 2017
- Any FY15 claims trying to process beyond this date will be denied
- If providers have questions on the FY15 closing, please contact the HSN Helpdesk at [hsnhelpdesk@state.ma.us](mailto:hsnhelpdesk@state.ma.us)



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# Billing Reminders - HSN as a Secondary Payer

- HSN may only reimburse for the following in regards to secondary claims:
  - Medicare/ Medicare Advantage Plans: Reimbursable Health Services (RHS) that are not covered by payer, copays, coinsurance, and deductibles
  - MassHealth Standard, CarePlus, CommonHealth, and Family Assistance (for adults): Dental only
  - MassHealth Limited, EAEDC, CMSP, CMSP plus Limited, and MassHealth Family Assistance-Children: RHS that are not covered by payer
  - Private insurance (not including ConnectorCare): RHS not covered by primary payer, deductibles, and coinsurance
  - ConnectorCare: RHS for first 100 days after Medical Coverage Date. At 101 days through end of eligibility, dental only
- Facilities should not bill HSN for remaining balances after contractual amounts have been paid by prior payer for the service
- Facilities must bill MassHealth first for claims, even if the individual's coverage type would indicate the service would not be covered (e.g. Limited)



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# Billing Reminders - Billing Intermediary (BI) Changes

- When a facility uses a billing intermediary for claim submission, please note the following:
  - HSN claim questions from a BI will be redirected to the facility due to the facility retaining a contract with the BI
  - The BI is the only entity that has access to download Validation Reports from INET (HSN denial reports) - facilities that require claim information from Validation reports will need to speak to their BI
  - Facilities can contact HSN regarding claim billing questions or claim payments

**\*\*Please note\*\*** Facilities utilizing a BI for the first time or changing a BI must notify MassHealth EDI; must also notify HSN via email in addition to filling out an HSN Business Partner Agreement located in INET



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# Using a Billing Intermediary and How to Request with HSN

- When a facility utilizes a billing intermediary for submission of HSN claims, the following steps are necessary to ensure claim adjudication within MassHealth and HSN:

## **MassHealth Notification –**

Notification to MassHealth containing the BI information via email at:  
[EDI@MAHealth.net](mailto:EDI@MAHealth.net)

- BI information consist of the following:
  - Facility ID
  - Name of BI/ MassHealth Submitter ID
  - 835 and/or 837 files
  - MassHealth PIDSL(s) (including HSN PID/SL)
  - On their signed letterhead
  - Please mention that this is for an HSN provider



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# Using a Billing Intermediary and How to Request with HSN (cont.)

## HSN Notification –

Notification to HSN containing the BI information via email should also include a completed HSN Business Partner Agreement located on the HSN website:

<http://www.mass.gov/eohhs/consumer/insurance/more-programs/health-safety-net/providers/hsn-inet-information.html>

- BI information consist of the following:
  - Name of BI
  - Start date - claim submission of BI
  - Type of claims – 837I; 837P
  - HSN PIDSL(s)
  - ORG ID(s)
- The notification email along with the completed HSN Business Partner Agreement should be sent via email to HSN Helpdesk at:  
[HSNhelpdesk@.state.ma.us](mailto:HSNhelpdesk@.state.ma.us)





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# HSN Validation/Edit Reports (FER's)

- HSN Validation/Edit Reports (aka FER's) are located on the HSN INET website
- HSN posts 2 versions of Validation Reports, .doc and .csv
  - Provider may download whichever version assists them best
  - BI's should always download the .csv as HSN has added the site org to the last column on these reports



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# HSN Validation/Edit Reports (FER's) (cont.)

- Individuals must be registered with HSN in order to access the reports.
  1. Sign into INET
  2. Upload Files To HSN/Download Files From HSN
  3. If required, choose the organization you will be downloading
  4. Download files from HSN
  5. The list of available reports is now displayed
  6. Choose the report you are going to download
- NOTE: Most HSN reports contain PHI (Protected Health Information), and are encrypted using the HSN SEND's encryption program.
  - Providers must use SEND's to unencrypt the file for viewing
  - SEND's software is customized for each provider
  - If you need instructions for downloading SENDS contact the HSN Helpdesk



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# DentaQuest (DQ) Payment Update

- DQ payments from dates of service for January 1, 2017 – July 31, 2017 have been posted to INET
  - Additional information on those remits were sent in an email to HSN billers on October 4, 2017
- HSN has begun the process of recovering funds based on a facility's DQ passed claim amounts
  - Any questions about your HSN DentaQuest Remit posted on INET, please feel free to contact the HSN Helpdesk
  - Any questions about your DentaQuest remit, posted on the Dentaquest provider portal, please contact DentaQuest directly
  - Any questions related to fund recovery should be directed to HSN Finance



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# QUESTIONS?

