

Health Safety Net Updates

Massachusetts Health Care Training Forum
October 2016



HSN Updates – Agenda

- Reminders about ConnectorCare + HSN and billings
- HSN Renewal Mailings
- New Dental TPA Starting 1/1/17



Understanding ConnectorCare + HSN: Temporary HSN

- For the first 90 days after a determination, someone with ConnectorCare + HSN temporarily has access to HSN medical and dental services
 - Individuals are exempt from collection activity during this time

Dates of Eligibility

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

Date Range	Eligibility Status
06/07/2016 06/07/2016	CONNECTORCARE + HSN

The information below refers to the CONNECTORCARE + HSN coverage for 06/07/2016 to 06/07/2016.

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](#)



Understanding ConnectorCare + HSN: HSN Dental

- On the 91st day after the determination, patients have access to dental services regardless of ConnectorCare enrollment
- If they **enrolled** in ConnectorCare, they **are exempt** from collection activity, and bad debt cannot be submitted
- If they are **not enrolled** in ConnectorCare then they are **subject to collection activity** and bad debt can be submitted

Dates of Eligibility

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

Date Range	Eligibility Status
06/07/2016 06/07/2016	CONNECTORCARE + HSN

The information below refers to the CONNECTORCARE + HSN coverage for 06/07/2016 to 06/07/2016.

Eligibility Restrictive Messages

Restrictive Messages	Message
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

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



HSN Renewals

- Approximately 56,000 non-Medicare HSN households received a renewal packet from MassHealth in August
 - They had until September 30 to reapply
 - If they did not reapply then they will receive a termination notice letting them know their benefits will end in 14 days
- Additional information will be provided later this year on renewals for individuals with HSN and Medicare



HSN Update: Dental Third Party Administrator

- Starting on January 1, 2017, DentaQuest (DQ) will administer HSN Dental
 - **This will not change HSN eligibility or covered services**
- EDI Trainings for 837D electronic claims occurred in September and October
 - All clearinghouse/vendor questions should be sent to:
editeam@greatdentalplans.com
- Additional staff training webinars will be offered by DentaQuest in November and December. Notification of dates and times will be sent in the near future



Transitioning from HSNO to DQ For Dental Claims

- Where should I submit claims and adjustments?
 - For DOS **before 1/1/17** - submit to HSN using HSN 837 format
 - For DOS **on or after 1/1/17** - submit to DQ using 837 format outlined in the DQ/HSNO companion guide
- How should I submit claims that contain a span date prior to and beyond 1/1/17?
 - The facility needs to create two separate 837D files:
 1. 837D file containing DOS **prior to 1/1/17** sent to HSNO
 2. 837D file containing DOS **on or after 1/1/17** sent to DQ
- DQ/HSNO Companion Guide and Electronic Enrollment Request form can be found at:
www.masshealth-dental.net/MemberServices/BecomeAProvider.aspx



Where should I direct my dental claims questions?

Call DentaQuest

- Claim eligibility questions
- Claim payment questions

HSN Provider Help Desk

- HSNO Remit questions



QUESTIONS?

