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
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** ConnectorCare then they are **subject to collection activity** and bad debt can be submitted.
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/BecomeAPrvider.aspx
Where should I direct my dental claims questions?

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QUESTIONS?