

MassHealth Provider Services Update

Executive Office of Health & Human
Services

October 2017

Agenda



- Payment and Care Delivery Innovation- Provider Communication
 - Phase I : Awareness Plan

- Mass.Gov Redesign

- MassHealth Updates



Payment and Care Delivery Innovation

Phase I: Awareness

Payment and Care Delivery Innovation: Provider Communication and Education Schedule



Category	Method of Delivery	2017			2018		
		Oct	Nov	Dec	Jan	Feb	Mar
Outreach and Education	<i>Webinars</i>						
	<i>Coordination with Provider Associations for additional messaging and outreach</i>						
	<i>Message text through the Provider Online Service Center (POSC)</i>						
Support Materials	<i>One Pager -Fact sheets; FAQs</i>						
	<i>Provider Bulletins</i>						
	<i>MassHealth Website enhancements</i>						
Customer Service	<i>Enhanced Call Center Staff</i>						
	<i>Proactive outbound calls from MassHealth</i>						

❖ To register for upcoming webinars please visit www.masshealthtraining.com



Payment and Care Delivery Innovation Webinar Schedule

- MAXIMUS Provider Relations will conduct webinars for providers beginning October 2017
- Providers will be notified of these opportunities via the MassHealth website, Message Text (POSC), and targeted email blasts
- Webinars will be held on Tuesdays and Thursdays

Webinar Phases	Dates
Phase 1: Awareness	October 31 st – December 22 nd , 2017
Phase 2: Operations	January 4 th – March 30 th , 2018
Phase 3: Community Partners	April 1 st – May 31 st , 2018

PCDI Phase 1 – Awareness

October 24 – December 22, 2017



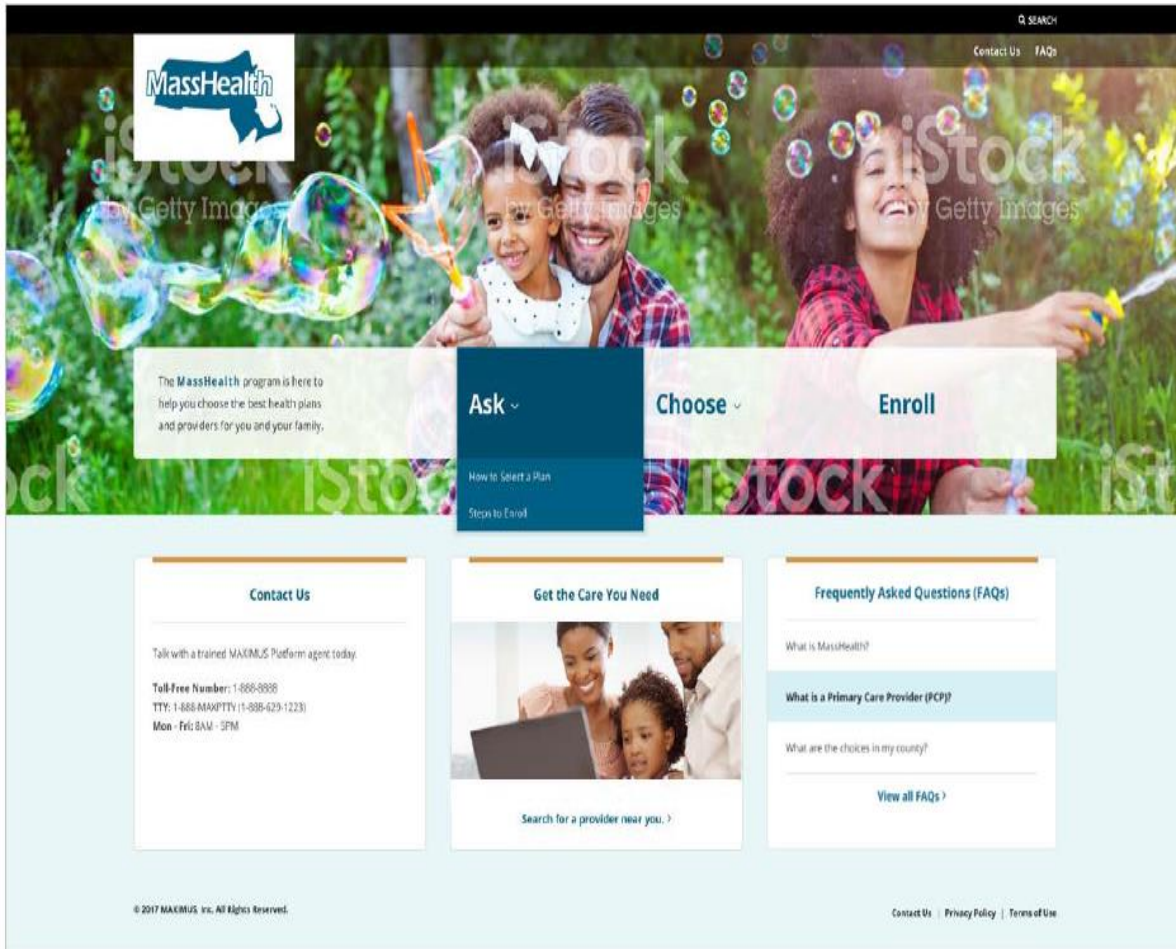
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This is the first in a series of webinars related to PCDI which becomes effective 3/1/18. The objectives of Phase 1 webinar sessions are to provide all attendees with an understanding of the MassHealth PCDI initiative and its impact on providers and members.

Training Module	Webinar Goal
Overview of MassHealth Payment and Care Delivery Innovations	Provide a summary of the MassHealth ACO/MCO structure and define the role of a PCC, PCP and Specialist
Key Terms and Concepts	Educate providers on frequently used terms, acronyms, and provide glossary of those terms for easy reference
Member Notices	Inform providers of Special Assignment and Auto-Assignment notices
MassHealth Choices	Inform providers of the MassHealth Choices website launch and when it will become available
Eligibility and Claim Submission	Inform providers of upcoming changes that will be happening with the Eligibility Verification System (EVS) and orient providers around the Claim Submission and Payment table (All Provider Bulletin)
Provider Resources	Educate providers on the following resources available: <ul style="list-style-type: none">- Fact Sheets (Specialists, Behavior Health, PCP, and Hospitals)- All Provider Bulletin- FAQs

New Payment and Care Delivery Innovation Feature

MassHealthChoices.com



■ MassHealthChoices.com is an online provider directory used to help members learn, compare, and enroll in a new MassHealth health plan.

■ MassHealthChoices.com includes information about health plans available for enrollment on March 1, 2018.

www.MassHealthChoices.com

Enhanced System Feature Eligibility Verification System



Enhancements to EVS

- Plan names are clearly displayed.
- Phone number to contact the plan if you have questions is listed.
- Restrictive messages will include plan contact numbers for plan services such as medical, behavioral health, and claims, policy or billing questions.

Lists of Managed Care Date (For MCO/ACO)

MCO Name	NPI	MCO Phone	Date Range
→ Health Plan Name		1-888- 555-0000	07/25/2017-07/25/2017

Managed Care Data (For MCO/ACO) Details

Begin Date 07/25/2017 End Date 07/25/2017

ACO/MCO Name Health Plan Name

ACO/MCO Phone 1-888- 555-0000

001-001- Plan name - Type of plan

Restrictive Messages 002-002 For medical services questions, call 1-888-555-0000 . For behavioral health services questions, call 1-888- 555-1111 .

003-003 For claims, policy, or billing questions, call [123- 555-3333]



PCDI Provider Communication – Webinar Information

- To assist providers during **Phase I : Awareness** of the Payment and Care Delivery Innovation, MassHealth will be hosting a series of webinar sessions on the following dates:

Tuesdays and Thursdays

- **October 2017: 31st**
- **November 2017: 7th thru 28th**
- **December 2017 : 5th thru 22nd**
- To register for one of these webinars please visit www.masshealthtraining.com
- For questions, please contact the MassHealth Customer Service Center by e-mail at providersupport@mahealth.net or by phone at **1-800-841-2900**.



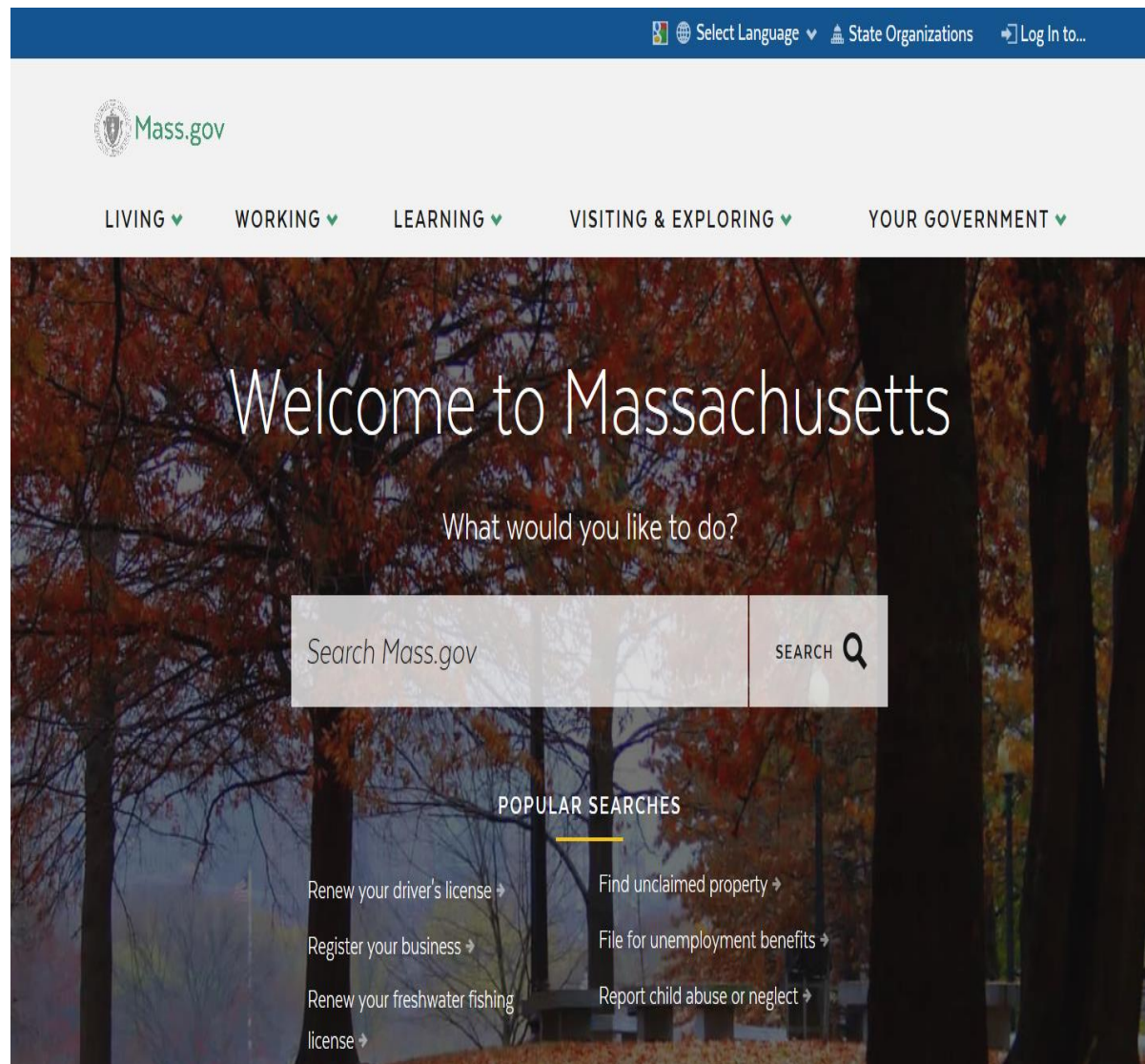
Mass.gov Redesign and MassHealth Updates



Coming Soon: Mass.gov Redesign

Making Mass.gov Better

- On **January 1st, 2018**, Mass.gov will be launching its new and improved website
- Mass.gov aims to improve findability for top services and the user experience
- We re-evaluated content to structure our data more efficiently
- New improvements to the system will allow us to update information on the website and automatically update that specified content throughout
- Users will be able to utilize enhancement features that were not available on the classic site





Provider Online Service Center – Manage Batch Upload Change

- The Manage Batch Files function will be added over the weekend
- The file upload and download function under each business area has been consolidated under Manage Batch Files
- All other locations where the same Upload/Download panel is defined on the navigation menu could be removed

MassHealth Provider Online Service Center

Health and Human Services

May 3, 2017

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Log out

Provider Services

- > Home
- > Provider Search
- > **Manage Batch Files**
- > Manage Service Authorizations
- > Manage Correspondence Reporting
- > Manage Members
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > EHR Incentive Program
- > News & Updates
- > Related Links

Manage Batch File Uploads and Downloads

New Menu item and it's mouse over hover text description.

MassHealth Provider Online Service Center

The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

Need more information?
[FAQs](#)

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All Provider Bulletin 271

RE: New Mailing Address for MassHealth Provider and Claims Documents

Effective immediately, MassHealth has established two new Post Office (P.O.) boxes that MassHealth providers must use for mail correspondence. These providers include nonbilling providers who order, refer, and prescribe services.

What Is Changing: New Post Office Boxes

- MassHealth Provider Enrollment and Credentialing
- MassHealth Claims

MassHealth will continue to receive and process documentation mailed to the previous post office boxes in Canton, MA until **February 1, 2018**. We encourage all providers and applicants to start using the new address.

What Is Not Changing: Long Term Services and Supports (LTSS) and Dental Providers

- Long term services and supports (LTSS) providers will continue to use the addresses outlined for LTSS correspondence. The addresses and the full list of LTSS providers can be found in **All Provider Bulletin 270**. The only exception is LTSS providers approved to submit paper claims. These providers should use the new Claims P.O. Box
- Dental providers will continue to use the addresses for enrollment and claims outlined in the MassHealth Dental Program Reference Manual. The DentaQuest provider manual contains a quick reference directory for all addresses

All Provider Bulletin 271 link: <http://www.mass.gov/eohhs/docs/masshealth/bull-2017/all-271.pdf>



Questions?