



Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



MassHealth  
All Provider Bulletin 207  
January 2011

**TO:** All Providers Participating in MassHealth  
**FROM:** Terence G. Dougherty, Medicaid Director *TGD*  
**RE:** Reduction of Paper Claim Forms

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**Introduction** To reduce costs and to act in an environmentally responsible manner, MassHealth is initiating a paper reduction project and is requesting your cooperation in reducing the number of MassHealth claims that you submit on paper.

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**Electronic Options** With the implementation of NewMMIS in May 2009, the need to submit paper claim forms was significantly reduced. Providers can now submit most claims electronically through the Provider Online Service Center (POSC) in one of two ways:

- **Batch 837 Submissions;** or
- **Direct Data Entry (DDE).**

If you have not yet begun submitting electronic claims, please consider these simple options, which save money and time for both your organization and the Commonwealth.

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**Survey** MassHealth recently conducted a survey with providers who submit a large portion of their claims on paper to try to understand what obstacles providers face when billing their claims electronically. The most common reasons given for submitting paper claims were high percentages of **coordination of benefit (COB)** claims—that is, claims for members with Medicare and/or other insurance, and **special claims processing**, including 90-day waiver requests and final deadline appeals.

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**Electronic Submission of COB Claims** Providers may submit COB claims electronically through Batch 837 submissions and through DDE. If you have questions about COB billing, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.

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***Special Claims  
Processing***

MassHealth expects that providers will have an opportunity to submit their requests for 90-day waivers and final deadline appeals electronically beginning in January 2012. This coincides with the Centers for Medicare & Medicaid Services (CMS) implementation of the 5010 electronic health care transactions. Providers will need to continue to submit 90-day waivers and final deadline appeals on paper until this date. MassHealth will share additional information about this matter with providers as soon as it becomes available.

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***Electronic  
Claims Testing  
and Questions***

MassHealth appreciates your assistance in reducing the volume of paper claim submissions, as it reduces state and provider costs. You may also experience fewer claim denials, since electronic claim submissions have historically resulted in lower rates of denied claims. If you have not yet tested for electronic submissions or COB, or if you have questions about the information in this bulletin, please contact MassHealth Customer Service as soon as possible at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.

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