



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Division of Medical Assistance
600 Washington Street
Boston, MA 02111
www.mass.gov/dma

MassHealth
All Provider Bulletin 121
May 2003

TO: All Providers Participating in MassHealth
FROM: Douglas S. Brown, Acting Commissioner
RE: Updated Appendix C and New Carrier Code

A handwritten signature in black ink, appearing to read "D. Brown", with a horizontal line extending to the right.

**Updated Appendix C
on DMA Web Site**

The Division has updated Appendix C, Third-Party Liability Carrier Codes, for all provider manuals. Appendix C is listed on the Division's Web site at www.mass.gov/dma. Click on "DMA Publications," then on "Provider Manual Appendices" to view, print, or download this updated appendix.

Carrier codes are reported by the Recipient Eligibility Verification System (REVS) to indicate the name and address of the member's other insurance. As the Division becomes aware of a member's potential other insurance, the Division researches the information, and updates the member's file with the appropriate carrier code as soon as the insurance is verified.

Providers should use Appendix C to determine the insurance information based on the code reported by REVS.

**New Carrier Code for
Self-Reported Insurance**

For members who have reported that they have a comprehensive insurance policy, REVS will indicate **Carrier Code 920-00** as preliminary information about a member's health insurance. The narrative for Carrier Code 920-00 is "Self-reported insurance. Ask member for a copy of the insurance card." Once the Division verifies the member's insurance and policy number, the Division will change the carrier code from the temporary code 920-00 to the carrier code and policy number that matches the member's other insurance.

For members listed with Carrier Code 920-00, providers must ask to see the member's other health insurance card, and use the information on the card to bill the other insurance. If a provider tries to bill MassHealth for a service provided to a member with Carrier Code 920-00, the claim will be denied. If you are unable to get the other health insurance card from the member, continue to check REVS for the other insurance information. Once the member's health insurance information is verified, the Division will change the temporary code 920-00 to the new code. If the information is not verified within 60 days, Carrier Code 920-00 will be deleted.

Members with Less Than Comprehensive Health Insurance Can Be Enrolled in an MCO

The Division will now allow MassHealth members who have less than comprehensive health insurance policies, for example, dental, vision, or pharmacy-only policies, to enroll in a MassHealth Managed Care Organization (MCO). Accordingly, REVS will occasionally report that a member has both a coverage type indicating that he or she is enrolled with a managed care provider and a coverage type and carrier code indicating a less than comprehensive policy.

A sample REVS message indicating enrollment in an MCO and dental benefits through a separate policy appears below.

SAMPLE:

Restrictive Message:

Network Health member. Call MCO for approval for all services except routine dental, glasses, family planning. 1-800-257-1985.

Third-Party Liability Information:

Carrier	policy/HIC	benefits	carrier	policy/HIC	benefits
10601	111111111	13	90356	111111111	19

Paper Copies of Appendix C

The Division will update Appendix C as needed. The Division will not inform providers when the appendix has been updated. Providers should check the Web site periodically to determine if they are using the most up-to-date version of Appendix C. Paper copies of this appendix will not be mailed automatically, but can be requested by mailing, faxing, or e-mailing a request to:

MassHealth Publications
P.O. Box 9101
Somerville, MA 02145
Fax: 617-576-4487
E-mail: mapublications@unisys.com

Questions

If you have any questions about the information in this bulletin, please call MassHealth Provider Services at 617-628-4141 or 1-800-325-5231.
