



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
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**MassHealth**  
**All Provider Bulletin 148**  
**October 2005**

**TO:** All Providers Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** **Expanded REVS Eligibility History**

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**Background**

MassHealth has implemented a change in its eligibility verification system that will significantly improve providers' ability to manage MassHealth accounts. Effective immediately, the Recipient Eligibility Verification System (REVS) includes 13 months of eligibility history, rather than the previously available six months.

The current process for Uncompensated Care Pool (UCP) billing and eligibility is not impacted by this change.

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**Available REVS Access Methods**

To access the 13 months of eligibility history, providers can use any REVS access method, except for point-of-service (POS) devices. Available methods are:

- The WebREVS (Internet site)
  - PC software (high-speed Internet service provider (ISP) or dial-up modem connection)
  - Automated Voice Response (AVR) system
  - Eligibility Operator
  - third-party vendors
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**REVS Changes and Providers**

This change will help providers in several important ways:

- The number of calls providers will need to make to the MassHealth Enrollment Centers (MECs) and the REVS Eligibility Operator will be significantly reduced, as will the amount of time to verify eligibility.
  - With over one year of eligibility history on REVS, providers can more easily determine if a Medical Benefit Request application form needs to be completed for a potential new member. This eliminates the need to call MECs for this information.
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***REVS Changes and  
Providers***  
(cont.)

- In situations where claims have not been properly resolved within a six-month period, the additional eligibility history on REVS offers providers an enhanced resource to help address eligibility issues associated with those claims.
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***Questions***

Please call the REVS HelpDesk at 1-800-462-7738 with any questions.

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