



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
600 Washington Street
Boston, MA 02111
www.mass.gov/masshealth



MassHealth
All Provider Bulletin 170
October 2007

TO: All Providers (Except Dental Providers) Participating in MassHealth
FROM: Tom Dehner, Medicaid Director *TD*
RE: **A New Medicaid Management Information System Is Coming**

***NewMMIS with
Increased Flexibility***

Important Note: This bulletin does not apply to dental providers. Dental providers should contact the MassHealth Dental Customer Service Center at 1-800-207-5019 if they have any questions about MassHealth.

MassHealth is pleased to announce plans to implement its new Medicaid Management Information System ("NewMMIS") in the late summer of 2008. NewMMIS will provide MassHealth with increased flexibility to establish and manage effective benefit-plan structures, implement new payment methodologies, and support the timely delivery of services to MassHealth members. Real-time claims processing and online services will serve to reduce administrative burdens on the provider community.

NewMMIS will make a sophisticated array of self-service options available to our providers. As Massachusetts implements a historic expansion of health-insurance options for citizens of the Commonwealth, this new Medicaid system will put MassHealth at the forefront of information technology that supports the health-care industry.

As the implementation draws closer, MassHealth will provide more detailed information about NewMMIS through a variety of means, including provider bulletins, the MassHealth Web site, and the MassHealth provider newsletter, *Update*.

NewMMIS will enable both the provider community and MassHealth to shift from a paper-based operation to an electronic-based business model through a variety of e-business tools available through the Web-based NewMMIS Provider Online Service Center.

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**Web-Based NewMMIS
 Provider Online Service
 Center**

To take full advantage of the benefits of the Provider Online Service Center, providers will need access to the Internet. Most functions that will be available through the Provider Online Service Center will have alternate methods for those who do not have access to the Internet.

However, one important and commonly used product, **remittance advices** (RAs), that MassHealth currently provides in a paper format will not be available on paper after the implementation of NewMMIS. In addition, providers should expect that a second commonly used product that is currently available in paper format, the **Primary Care Clinician panel report**, will not be available on paper. If there is a method developed to provide the PCC panel report on paper, MassHealth will notify providers in a subsequent bulletin.

The following services will be available to MassHealth providers through the Provider Online Service Center.

Function	Description	Other Methods Available
Enroll as a MassHealth provider and update your MassHealth provider information	Direct data entry (DDE) and submission of provider enrollment and profile updates	<ul style="list-style-type: none"> • Submit applications and updates on paper. • Contact MassHealth Customer Service.
View your provider contract and related documents (such as the Request for Applications (RFA))	View your contract and related provider documents online.	Contact MassHealth Customer Service.
Verify member eligibility	Validate eligibility for MassHealth members via DDE or batch transactions. The Recipient Eligibility Verification System (REVS) will be retired.	Verify eligibility via: <ul style="list-style-type: none"> • PC Eligibility Verification System (EVS); • Interactive Voice Response System (IVR); or • Eligibility Operator.
Submit claims	Submit 837 transactions and DDE claims over the Web. PCSS (Provider Claims Submission Software) will be retired.	Submit claims on paper.
Correct claims	Edit and resubmit single DDE claims.	Resubmit claims on paper.
Test claims	Submit a batch of 837 transaction test claims to verify that they will pass HIPAA compliance and adjudicate correctly.	Submit a disk or electronic file containing test claims.

**Web-Based NewMMIS
 Provider Online Service
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Function	Description	Other Methods Available
Check the status of your claims	DDE and batch inquiries of claims status	None
Submit referrals for your MassHealth patients	DDE submission of provider referrals for members	Submit referrals via PC EVS.
Request prior authorization	DDE and batch submission of prior authorization of services for a member	Request prior authorization on paper.
Request preadmission screening	DDE submission of a provider's preadmission screening request	Request preadmission screening on paper.
Submit Management Minutes Questionnaires (MMQ)	DDE and batch submission of MMQs	None
Enroll members in Senior Care Options (SCO) or Program of All-Inclusive Care for the Elderly (PACE)	DDE and batch submission of a member's SCO and PACE enrollments	None
Submit feedback about the Provider Online Service Center	Submit an e-mail to MassHealth Customer Service with your comments about the Provider Online Service Center.	Call MassHealth Customer Service.
View broadcast messages	Read systems messages sent to all providers.	None
View notices	Read your specific MassHealth provider letters.	Providers can opt to receive notices via paper or electronic means.
View metrics and reports	View your report (for example, top 10 denials, claims volume, PCC panel reports, and remittance advices) online.	None

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**Web-Based NewMMIS
Provider Online Service
Center
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Function	Description	Other Methods Available
View financial data	View your financial information for a specific period of time (for example, inquire on claims paid and denied amounts by month/year).	None
View publications	View MassHealth publications via a link to the MassHealth Web site.	Providers will continue to receive notification of publications according to their preferred method: via e-mail, postcard, or a paper copy of the publication.
Display FAQs	Access frequently asked questions about the services on the Provider Online Service Center.	None

**MassHealth Fall 2007
Provider Forums**

MassHealth conducted a series of provider forums in September and October 2007, to introduce the benefits and new options that will be available to providers with NewMMIS. Providers who attended the forums learned how they can prepare for the 2008 implementation of NewMMIS and take advantage of the current MassHealth self-service solutions and information sources to prepare for the transition. Materials from the provider forums are posted on the MassHealth Web site at www.mass.gov/masshealth. Click on Information for MassHealth Providers, then on MassHealth Provider Trainings.

Future Communications

This is just the first of a number of communications that will be issued about NewMMIS. MassHealth will provide additional details, instructions, and assistance over the coming months through its Web site, bulletins, the MassHealth provider newsletter *Update*, e-mail, and association meetings.

Questions

If you have any questions about the information in this bulletin, please attend one of the upcoming provider forums. You can also contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.
