



Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
600 Washington Street  
Boston, MA 02111  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



**MassHealth  
All Provider Bulletin 193  
June 2009**

**TO:** All Providers Participating in MassHealth  
**FROM:** Tom Dehner, Medicaid Director   
**RE:** Copies of PDF Remittance Advice

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**Audience**

This bulletin applies to all providers, except dental providers who are not oral or maxillofacial surgeons. Dental providers who are not oral or maxillofacial surgeons must contact the MassHealth Dental Customer Service Center at 1-800-207-5019 if they have any questions about their remittance advices.

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**Remittance Advices No  
Longer Printed and  
Mailed**

For more than two years, MassHealth has been telling providers that with the implementation of NewMMIS, MassHealth would no longer print and mail remittance advices (RAs), since PDF copies of the RAs would be available for download from the Provider Online Service Center (POSC). Providers are now able to download PDF copies of their RAs for six months from the date of issuance. Once you download your RA, you will be able to save it on your computer indefinitely.

As previously noted, **if you do not have access to the Internet at all, please contact MassHealth Customer Service immediately** so that the appropriate temporary arrangements can be made to meet your business needs while you arrange for Internet access.

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**Purchasing Copies  
of an RA**

MassHealth recognizes that there may be instances when a provider needs a replacement copy of an RA. Such instances may include forgetting to download the RA within six months of issuance or losing the original copy. For those instances, providers may purchase a copy of the RA. Since the original RA will be posted on the POSC for you to download, MassHealth will continue its practice of charging providers for any copies.

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***Purchasing Copies  
of an RA  
(cont.)***

To purchase a copy of your RA, submit a completed Remittance Advice Request Form along with your payment to the address listed on the form. There is a fee of \$10 for each copy of the RA requested. Providers will have the option of receiving either a paper copy or a PDF file on a CD. For paper copies that exceed 200 pages, an additional fee of \$3 per 200 pages will be applied. For electronic copies, an additional \$3 will be applied for each additional CD needed to complete the request.

The Remittance Advice Request Form is available from the MassHealth Web site. Go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth), and click on Provider Forms on the right side of the screen. The Remittance Advice Request Form is an all-provider form.

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***Questions***

If you have any questions about the information in this bulletin, 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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