



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth



MassHealth
All Provider Bulletin 223
February 2012

TO: All Providers Participating in MassHealth
FROM: Julian J. Harris, M.D., Medicaid Director
RE: **Changes to Electronic Claims Submission Policy**

Background

All Provider Bulletins 212 and 217 announced an important change in the claims submission policy. Effective January 1, 2012, all MassHealth claims must be submitted electronically unless a provider has been approved for a temporary electronic claims submission waiver. This bulletin communicates two important updates on the following topics.

- grace period for submitting paper claims without an approved electronic claims submission waiver; and
- paper claims suspension.

Grace Period

MassHealth has established a grace period through March 31, 2012, to allow providers time to apply for the electronic claim submission waiver and complete electronic claim testing. Providers applying for a waiver will be notified about the status of their waiver application within 30 days. During this grace period, paper claims submitted by providers without an approved electronic claim submission waiver will continue to be processed.

A copy of the waiver request form is posted on the MassHealth Web site. From the home page, click on the link in the lower right corner for MassHealth Provider Forms and then click on Electronic Claims Waiver Request. Providers can also obtain a waiver request form by contacting MassHealth Customer Service at 1-800-841-2900 or providersupport@mahealth.net.

Paper Claims Suspension

Beginning on April 1, 2012, at the conclusion of the grace period, all paper claims submitted to MassHealth by providers who do not have an approved electronic claim submission waiver **will suspend with Edit Code 819 - Paper Claim Submission under Review**. MassHealth will review the claim(s) to determine if a waiver request form has been recently submitted. If a waiver request form has not been submitted and approved, the paper claim(s) **will be denied with Edit Code 7750 - Paper Claim Not Allowed**.

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Questions

If you have any questions about the information in this bulletin, or need help getting started with electronic claims submission, please 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.
