



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

MassHealth
Vision Care Bulletin 17
March 2014

TO: Vision Care Providers Participating in MassHealth

FROM: Kristin L. Thorn, Medicaid Director

RE: MassCor Online Eyeglass Order System

Overview

MassHealth and its eyeglass contractor MassCor Industries are implementing a new online eyeglass ordering system that eventually will replace the VIS-1 order form and fax request process. MassHealth vision care providers will be able to submit eyeglass requests online, and member eligibility checks will be performed during the request process. The new system also will allow providers to track the up-to-date status of all eyeglass orders.

To access the new eyeglass ordering system, providers will be required to register online using their Provider ID/Service Location (PID/SL). This ID is made up of 10 characters, including a nine-digit base number and an alpha service location (e.g., 123456789A). This ID is displayed on remittance advices.

Timeline and testing

March 2014 has been targeted as the implementation date for this new online ordering system. In preparation for the new system, MassCor Industries requires the use of the PID/SL on all VIS-1 order forms beginning February 3, 2014. Note: the former seven-digit base provider number and any other format besides the PID/SL will not be accepted by the new ordering system.

In the next few weeks, MassCor will begin working with select provider groups to test this new system. If you are interested in participating as a testing provider, please contact MassCor at 1-888-482-7331.

A follow-up provider bulletin with more information about the new system also will be issued in several weeks.

Questions

If you have questions about the information in this bulletin, please contact the MassHealth Customer Services Center at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax the inquiry to 617-988-8974.

If you have questions about the vision-care ordering process or have a question about a previously submitted eyeglass order, please contact the MassCor Inquiry Line at 1-888-482-7331.