



MASSHEALTH & HEALTH SAFETY NET (HSN) PROVIDERS

IMPORTANT INFORMATION YOU NEED TO KNOW SUBSEQUENT TO THE NEW MASSHEALTH/HSN DENTAL PROVIDER WEB PORTAL / PROGRAM IMPLEMENTATION

As you are aware, on January 1, 2017, MassHealth and the Health Safety Net (HSN) implemented a new provider web portal, upgraded the eligibility system and made changes to the weekly remittance advice. As may be expected with any new systems implementation and, despite testing, there were a few unanticipated issues. Below outlines the issues and changes you may have experienced, how the issues are being resolved and what action you may need to take.

Claims and Prior Authorizations:

- Issues related to third party liability (TPL) and eligibility have been largely resolved and providers should expect to be seeing an increase in payment amounts effective March 3, 2017.
- Providers who experienced claim denials for MassHealth in regards to member not eligible from December 15, 2016-February 12, 2017 and for HSN from January 1, 2017-February 12, 2017 are strongly encouraged to resubmit as some of those claims may be eligible for payment.
- Issues related to denials for claims or prior authorizations due to missing information, with the denial reason of *"please resubmit with proof of documentation"* (service dates after January 1, 2017) have been resolved. Providers are strongly encouraged to resubmit these claims and prior authorizations as some of these services may be eligible for payment.
- **HSN Providers-** The issue causing HSN claims to deny as *Out of Network Provider/Location* has been fixed and providers are strongly encouraged to resubmit as some of those claims may be eligible for payment.
- Please note, claims submitted via EDI are not viewable on the portal until finalized, in the normal course of business this should be within a few days of submission.
- For all claim and prior authorization submissions there will be no exceptions to the timely filing requirement.

Remittance Advice (RA):

MassHealth

- DentaQuest is now responsible for producing the RA. Due to the need for DentaQuest to obtain the payment information from MassHealth before the RA can be produced there has been a change to the timing of the RA issue date. The RA is now issued on the Friday **after** payment. (Example: If you receive payment from MassHealth on Saturdays normally, you would receive your remittance advice related to that payment on the Friday following that Saturday payment.)

HSN

- Since DentaQuest does not receive payment information from HSN you will not see a voucher number or payment information associated with your RA. The RA produced by DentaQuest should be utilized to work denials for resubmission, as appropriate. The HSN will continue to produce the remittance advice showing actual payment on the same timeline as prior to January 1, 2017. Your payment RA from HSN is available on INET.

Allowed File Types for Attachments:

Only certain types of files may be attached when submitting claims and prior authorizations via the new MassHealth/HSN Provider Web Portal. To ensure appropriate processing, please ensure that any attachments are in one of the following file types.

- Image - Must be one of the formats
 - BMP, JPG, JPEG, PNG, GIF
- Word Documents – Must be saved in one of two formats
 - Word 97-2003 format (DOC)
 - Rich Text Format (RTF)
- Excel documents – Must be saved in one of two formats
 - Excel 97-2003 format (XLS)
 - Comma Delimited (CSV)

- Other Types
 - Acrobat files – PDF
 - PowerPoint - PPT
 - 3D Modeling - 3DM

Browser Specifications:

Certain functionality on the new MassHealth/HSN Provider Web Portal, such as reviewing Remittance Advice details, may not function correctly on Internet Explorer. As a result, **it is highly recommended that you use one of the other leading web browsers, such as Chrome or Firefox**, to access the MassHealth Provider Portal. You will also need **Adobe Reader** to open the Remittance documents. Please go to www.masshealth-dental.net, **Dentist tab** and click on *MassHealth Provider Web Portal Browser Tip Sheet* for detailed instructions.

Place of Service (HSN Providers Only)

HSN has determined that the following are acceptable places of service for submission of HSN claims.

- Urgent Care Facility (20)
- School (03)
- Outpatient Hospital (22)
- Office (11)
- Mobile Unit (15)
- Inpatient Hospital (21)
- Homeless Shelter (04)
- Federally Qualified Health Center (50)

HSN / MassHealth Coordination (HSN Providers Only)

Please note that as of January 1, 2017, for any member who has both MassHealth and HSN coverage all information related to the submission of the claim for both including anniversary date and deductible amount must be present on the initial claim as DentaQuest will be processing that claim under MassHealth as the primary and HSN as the secondary automatically. You no longer need to generate the second claim for HSN and submit for these members.

Thank you!

DentaQuest would like to thank the MassHealth and HSN providers for their patience, input, assistance and suggestions over the past several weeks. Please let us know if you have any further suggestions or feel that we should add additional information to this notification.