

# Health Safety Net (HSN) Updates

Massachusetts Health Care Training Forum  
April 2024



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# Agenda

- Procedure Code Updates
- Inpatient Claims Pricing at Zero
- Partial Deductible Reporting
- Eligibility
  - Special Circumstance
    - Medical Hardship
    - Bad Debt
- Updated Portal Agreements
- General Information
- Questions



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# 2024 HSN Procedure Code Updates

## COMMUNITY HEALTH CENTERS

The 2024 HSN covered code list for CHCs can be found in the below link. Effective DOS beginning 10/1/23, behavioral health procedure code S9485 has been made payable.

### HSN CHC COVERAGE LIST

#### NEW PPS RATES:

	Rest of Massachusetts	Metro Boston
New Patient	\$261.63	\$281.08
Established Patient	\$195.01	\$209.51

## ACUTE CARE HOSPITALS

The updated non-covered procedure code list for Acute Outpatient Hospitals can be found in the below link:

### HSN OUTPATIENT HOSP NON-COVERED CODE LIST



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# Inpatient Claims Pricing at 0

The Health Safety Net continues to work with providers during the transition of Inpatient Pricing Grouper vendors. Inpatient claims billed without a valid DRG that have priced at zero will remain as such until HSN has fully transitioned. Once the Grouper transition is complete, remaining claims will be reprocessed and priced accordingly.

Inpatient claims which were billed with a valid DRG continue to be priced at the National Average Payment (NAP). Once HSN has fully transitioned vendors, affected claims will be reprocessed through the grouper for appropriate reimbursement.

Providers that wish to rebill their inpatient claims priced at zero and initially billed without a DRG, may resubmit their claims with a Type of Bill (TOB) code 07 (for replacement) and add a valid DRG for pricing at the National Average Payment (NAP). These claims will also be reprocessed and repriced once the transition is complete.



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# HSN Partial Deductible Reporting

## Deductible Reporting

As of June 15, 2021, the Commonwealth's Public Health Emergency ended. The flexibility permitting Health Safety Net providers to pause collecting Partial deductibles ended with the PHE conclusion. HSN providers must collect partial deductibles and bill in accordance with all applicable regulations as 101 CMR 613.000 and 101 CMR 614.000.

Providers are urged to review HSN All Provider Billing Update 7 or HSN All Provider Billing Update 8 for more information:

[Microsoft Word - hsn-all-bu-7 \(mass.gov\)](#)



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# How does one become HSN eligible?

Patients can be found HSN eligible one of two ways:

1. Submit a completed health services application through MA Health Connector for members under the age of 65 [download \(mass.gov\)](#) and SACA application [download \(mass.gov\)](#) or Medicare Savings Program application [download \(mass.gov\)](#) for members 65 and over.
  - Eligible patients must meet the following criteria:
    - Resident of Massachusetts;
    - Gross Income equal to or less than 300% Federal Poverty Level (FPL)
2. “Special Circumstance” process:
  - Medical Hardship
  - Bad Debt
  - Confidential- Minor
  - Confidential- Domestic Violence



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# Medical Hardship Assistance - Special Circumstances

A Massachusetts Resident at any Countable Income level may qualify for Medical Hardship if allowable medical expenses exceed a certain percentage of his or her Countable Income as specified in 101 CMR 613.05(1)(c). A determination of Medical Hardship is a onetime determination and not an ongoing eligibility category. An applicant may submit no more than two Medical Hardship applications within a 12-month period.

<b>Income Level FPL</b>	<b>Percentage of Countable Income</b>
<b>0 - 205%</b>	<b>10%</b>
<b>205.1 – 305%</b>	<b>15%</b>
<b>305.1 – 405%</b>	<b>20%</b>
<b>405.1- 605%</b>	<b>30%</b>
<b>&gt;605.1%</b>	<b>40%</b>



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# Bad Debt

- Providers can not submit a claim for a deductible or coinsurance portion of a claim for which an insured patient or low income patient is responsible.
- Providers may only submit claims for which the services described in 101 CMR 613.03 (2) through (4).
- Providers are charged with making reasonable attempts in obtaining and verifying the patient's or guarantor's supplied and financial information.
- Reasonable collection efforts must be taken before a bad debt claim can be made which would include documentation of billings, calls, notices and any other notifications.
- The bad debt must be unpaid after a period of 120 days of continuous collection action.
- Dept of Revenue Intercept. HSN office matches with Massachusetts DOR for individuals for whom a provider has submitted a claim for Bad Debt. HSN may request that DOR intercept payments to an individual up to equal the amount paid to the provider for services.





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# Bad Debt

## Information to be submitted for bad debt claims

### Patient Identifiers:

Name  
Address  
Phone#  
DOB  
SSN#  
TCN  
Med Record#  
MassHealth# (RID and/or RHN)  
Date of Service  
Total Charge for Services  
Net Charge submitted to Health Safety  
Net

### Evidence of Reasonable Collection Efforts:

Date of Initial Bill  
Date of Second Bill  
Date of Third Bill  
Date of Fourth Bill  
Date of Returned Mail  
Date of Certified Letter for accounts over  
\$1,000  
Date of Initial Phone Contact  
Date of Follow up Phone Contact  
Dates of Other Efforts (other phone calls,  
letters to Patient, attorney or referral to  
collection agency)  
Date Account was submitted to Health  
Safety Net Office



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# General Information

- Health Safety Net eligible service regulations can be found at:  
<https://www.mass.gov/regulations/101-CMR-61300-health-safety-net-eligible-services>
- Health Safety Net eligible payment and funding regulations can be found at:  
<https://www.mass.gov/regulations/101-CMR-61400-health-safety-net-payments-and-funding>
- Health Safety Net Reimbursable Services located at:  
<https://www.mass.gov/doc/hsn-chc-billable-procedure-codes/download>
- Health Safety Net INET located at: <https://www.mass.gov/info-details/learn-about-hsn-inet>
- Billing updates are posted and can be found at: <https://www.mass.gov/service-details/information-about-hsn-provider-guides-and-billing-updates>
- The Health Safety Net is working on internal claims editing, code, and payment rate updates. HSN will instruct providers through billing update of any necessary payment resweeps due to these updates.

## HSN Help Desk

Health Safety Net Help Desk inquiries should be addressed to [HSNHelpDesk@massmail.state.ma.us](mailto:HSNHelpDesk@massmail.state.ma.us) and not an individual member of the Help Desk team.

If you feel the matter remains unresolved, please contact the Help Desk Supervisor for assistance.



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# Updated Portal Agreement

## INET/OnBase

During the Fall 2024 Health Safety Net (HSN) will be replacing INET. Prior to replacing INET, HSN would like to proactively set up potential users within the updated OnBase system. The ONBASE User Agreement, and ONBASE Business Partner Security Agreement can be found in the link below:

<https://www.mass.gov/doc/february-2023-hsn-all-bu-4-fy22-outpatient-hospital-claim-resweep-0/download>

If you have any questions regarding the updated forms, please email [HSN-OnBase@mass.gov](mailto:HSN-OnBase@mass.gov).

Please note, the HSN OnBase application will be accessed through Virtual Gateway. Attached is the VG User Request Form. Please have your Access Admin fill out this form and email it to [VirtualGatewayHelpDeskFaxes@massmail.state.ma.us](mailto:VirtualGatewayHelpDeskFaxes@massmail.state.ma.us).

For any questions about the above-mentioned information, please contact the HSN Customer Service line at 800-609-7232 or by email at [HSNHelpdesk@state.ma.us](mailto:HSNHelpdesk@state.ma.us).



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**THANK YOU!**

