

Health Safety Net (HSN) Updates

MassHealth MTF Forum
July 2023
Revised 7/24/23



HSN Updates – Agenda

- HSN ALL-BU-6 HSN Interim Payments
 - Telehealth
 - Inpatient Claims Pricing at “0”
 - Special Circumstances Claims and Applications
- HSN/INET Portal Agreements
- General HSN Information
- HSN Help Desk
- Questions



Reimbursable Telehealth Services

- Consistent with MassHealth All Provider Bulletin 355, MassHealth All Provider Bulletin 327 and its predecessor bulletins, through September 30, 2023, Health Safety Net (HSN) will reimburse providers delivering any telehealth-eligible covered service via any telehealth modality at parity with its in-person counterpart.
- Likewise, through September 30, 2023, an eligible distant-site provider delivering covered services via telehealth in accordance with this bulletin may bill HSN a facility fee if such a fee is permitted under the provider's governing regulations. HSN will continue to evaluate these telehealth rate parity and facility fee policies through September 30, 2023, and may change those policies after that date.
- HSN advises that providers review HSN-ALL-BU-6 for further information regarding eligible reimbursement.



Inpatient Claims Pricing at 0

The Health Safety Net is currently in the process of transitioning Inpatient Pricing Grouper vendors.

Inpatient claims which were billed with a valid DRG will initially be priced at the National Average Payment (NAP). Once HSN has fully transitioned vendors, affected claims will be reprocessed and repriced accordingly.

Inpatient claims billed without a valid DRG will remain priced at zero until HSN has fully transitioned. These claims will be reprocessed and priced once the HSN vendor is fully operational.



Inpatient Claims PRICING at 0 (continued)

Providers that wish to rebill their inpatient claims priced at zero and initially billed without a DRG, may resubmit their claims with a TOB code 07 (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.

Please note, inpatient claims do not need a valid DRG code to process. HSN is only using the DRG to manually price inpatient claims as we transition to the 3M MS-DRG grouper.



Special Circumstances Application

Effective September 1, 2023, the HSN's Special Circumstances Application will continue to be utilized by providers for submission of applications for Medical Hardship, Confidential and Inpatient Bad Debt claims. Medical Hardship, Confidential, and Inpatient Bad Debt claims submitted **without** an application on file will not be processed for payment.

Application IDs must be coded on Medical Hardship, Confidential, and Inpatient Bad Debt claims in accordance with HSN requirements. Claims submitted without a valid MMIS ID cannot be processed.

In order to process Medical Hardship, Confidential, and Inpatient Bad Debt claims, HSN must establish eligibility by way of a MMIS ID on the Provider's INET Referred Eligibility Report which must be coded onto the claim for processing.



Special Circumstances Application (continued)

Referred Eligibility Reports may be downloaded from the HSN INET. For more details, please refer to:

[Learn about HSN-INET | Mass.gov](#)

If a patient has an existing MMIS ID, providers should submit claim(s) once the application has been approved with the existing MMIS ID.

Once an MMIS ID is assigned, members can be verified through the Virtual Gateway EVS via member ID or name. If your organization utilizes a Billing Intermediary, please ensure that the Billing Intermediary is informed of the above-mentioned information to avoid claim denials. Any questions, please contact the HSN helpdesk at hsnhelpdesk@state.ma.us



Updated Portal Agreements

- During the Fall of 2023 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.
- Providers can find the updated HSN User Agreement and the updated HSN Business Partner Security Agreement within HSN-ALL-BU 4 .
- If you have any questions regarding the updated forms, please email HSN-OnBase@mass.gov. For any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at HSNHelpdesk@state.ma.us.



2023 HSN Procedure Code Lists

COMMUNITY HEALTH CENTERS

The 2023 HSN covered code list for the CHCs can be found in the below link:

[HSN CHC Covered Code List](#)

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](#)



Fiscal Year 2021 Closing

Providers are reminded that Fiscal Year (FY) 2021 will be closing on September 30, 2023.

Any claims or corrections for FY21 must be completed before the fiscal year is closed.

Any claims with a FY21 date of service submitted for processing after September 30, 2023 will be denied by the Health Safety Net (HSN) for submitting after the fiscal year closure date.

For any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at HSNHelpdesk@state.ma.us



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>
- Billing updates are posted and can be found at: <https://www.mass.gov/service-details/information-about-hsn-provider-guides-and-billing-updates>.

HSN Help Desk

Health Safety Net Help Desk inquiries should be addressed to 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.



THANK YOU!

