



Massachusetts Health Care Training Forum

October 20, 2021



Health Safety Net (HSN) Updates

Massachusetts Health Care Training Forum

October 2021

Agenda

- Fiscal Year Closure
- Code/Rate Updates
 - Covered and Non-Covered codes
 - Hospital Rates
- Carrier Code Reminders

Fiscal Year Closure

- FY 2020 Closing
 - FY20 will be closing on September 30, 2021
 - Any claims or corrections for FY20 must be completed before end of FY
 - Claims submitted after the FY closes will be denied

Code/Rate Updates

- There will be upcoming changes to HSN Covered and HSN Non-Covered code sets
- FY22 Hospital Rates will be finalized and sent out within the upcoming weeks
- Providers are urged to periodically review the HSN web page for more information at <https://www.mass.gov/orgs/health-safety-net>

Carrier Code Reminders

- As a reminder, the HSN utilizes the MassHealth Appendix C Third-Party-Liability Codes for all secondary/tertiary claims which can be found at [MassHealth All Provider Manual Appendices | Mass.gov](#)
- Providers are directed to use any of the below three carrier codes for the respective MassHealth product:
 - Carrier Code 0007003: This carrier code should be used to report any MassHealth Comprehensive coverage (i.e., MassHealth Standard or other comprehensive plans)
 - Carrier Code 0007001: This carrier code should be used to report any MassHealth Non-comprehensive coverage (i.e., MassHealth Limited or other non-comprehensive plans)
 - Carrier Code 0007002: This carrier code should be used to report CMSP (only) that has been processed by MMIS

QUESTIONS?

*For more information, please contact (800) 609-7232
or hsnhelpdesk@state.ma.us*



MassHealth

**Massachusetts Health Care Training Forum
October 2021**

Agenda

- Updated MassHealth COVID-19 Response
- Supporting Afghan Immigrant Evacuees
- MassHealth Family Assistance: Coverage Expansion
- MassHealth Health Plans
- Gender Affirming Care Coverage & Policies
- Health Equity for Data (for Race, Ethnicity, & Language)

MassHealth's Response to COVID-19

Response to COVID-19 Health Emergency

The COVID-19 national public health emergency declaration was extended, effective October 15, 2021. This extension is for 90 days.

- MassHealth will maintain coverage for most individuals who have health coverage as of March 18, 2020, and for all individuals newly approved for health coverage during the COVID-19 Federal Public Health Emergency (FPHE), through the end of the month in which the FPHE ends
- These individuals will not lose coverage, except for limited circumstances. For example, coverage will end if an individual:
 - requests termination of eligibility
 - is no longer a resident of Massachusetts, or
 - is deceased

Maintaining MassHealth Coverage During the Federal PHE



Under the revised guidelines, benefits will be grouped in tiers. Members will be allowed to move between coverage types if they are in the same tier.

Tier I* — Minimum Essential Coverage (MEC) Examples include:

- Medicaid Standard, CommonHealth, CarePlus, and Family Assistance
- CHIP and State-funded CommonHealth
- CHIP and State-funded Family Assistance
- Medicare Savings Programs (MassHealth Buy-In)

Tier II — Non-MEC (with COVID testing and treatment coverage)

Examples include: Any Limited coverage that includes COVID testing and treatment

Tier III — Non-MEC with benefits that do NOT include COVID testing and treatment

** Members cannot move from a Tier I Medicaid benefit to a Tier I CHIP or state-funded benefit.*

****Note that MassHealth currently does not have any federally defined Tier III benefits because it currently covers COVID testing and treatment for all such coverage types.**



Temporary Extension of Self-Attestation for Eligibility Factors

Self-Attestation for Eligibility Factors

- If verification of eligibility factors is not available through an electronic data match or if an individual cannot produce documentation due to the COVID-19 emergency, MassHealth will continue to accept self-attestation for certain eligibility factors, such as the following:

- Residency
- Disability
- Income
- Assets



Supporting Afghan Immigrant Evacuees

Afghan Immigrant Evacuees

Massachusetts is currently engaged as part of the United States' ongoing effort to support and resettle individuals and families who have been evacuated from Afghanistan, especially those who may have supported the United States over the past two decades.

- **Categories of Afghan Immigration Statuses**
 - Categories will vary based on several factors, such as:
 - Evacuee was assisting the US while in Afghanistan
 - Evacuee filed for and completed paperwork before evacuation; or
 - There is an urgent humanitarian need
 - **At the current time, the following Afghan immigration statuses will be treated the same as a refugee**

Afghan Immigrant Evacuees

- Afghan Special Immigrant Visa (SIV)/ (SI LPR)
 - Afghan evacuees who aided the US while in Afghanistan (such as translators or interpreters) may have a SIV as Special Immigrant Lawful Permanent Residents (SI LPR) under the Immigration and Nationality Act (INA)
 - Eligible as Qualified Noncitizens
 - SIV holders will receive the same benefits as refugees and have a Special Immigrant Legal Permanent Residence (LPR) status
 - » Some may not have a physical immigrant visa in their passport and may not have a temporary Form 1-551 stamp
 - SIVs will generally have **foreign passports** with a Department of Homeland Security, Customs and Border Protection stamp admitting them **with an SQ1, SQ2, or SQ3 Class of Admission (COA)**
 - » Some SIVs may also have a Form I-551, Permanent Resident card

Afghan Immigrant Evacuees

- Afghan Special Immigrant Conditional Permanent Resident (SI CPR)
 - A CPR becomes an LPR after Department of Homeland Security (DHS) removes the conditions on their LPR admission. When these SI CPRs complete a medical examination and U.S. Citizenship and Immigration Services (USCIS) determines they are not medically inadmissible, DHS removes their conditions and they become an SI LPR
 - Eligible as Qualified Noncitizens and will receive the same benefits as refugees
 - Generally, they will have a foreign-issued passport with a DHS, CBP admission stamp admitting them with a CQ1, CQ2, or CQ3 COA
 - Some of these Afghan SI CPR arrivals may not have a physical immigrant visa or temporary Form I-551 stamp in their passport. USCIS is also issuing a Form I-551, Permanent Resident Card to these SI CPRs

Afghan Immigrant Evacuees

- Afghan Special Immigrant Parole (SQ/SI)
 - SQ/SI is a provisional status for Afghans who aided the United States but did not complete SIV paperwork before evacuation and do not have Special Immigrant Visa status
 - Are eligible as Qualified Noncitizens and to receive the same benefits as refugees
 - Special Immigrant Parolees will have a separate, **printed page on Customs and Border Protection letterhead with their Form I-94, Arrival Departure Record information and the following notation, signed and dated by a USCIS officer: Special Immigrant Status (SQ/SI) Parolee Sec 602(b)(1) AAPA / Sec 1059(a) NDAA 2006**
 - Some may also have a form I-766, Employment Authorization Document, with a C11 parolee category

Afghan Immigrant Evacuees

- Humanitarian Parole/non-SI Parolees
 - Citizens or nationals of Afghanistan paroled into the U.S. between July 31, 2021, through September 30, 2022, are eligible for full benefits available to refugees, until March 31, 2023, or the end of their parole term, whichever is later
 - Note, this also applies for spouses or children of the Parolee
 - Eligible as Qualified Noncitizens
 - Afghan parolees may have a **Form I-766, Employment Authorization Document (EAD) regardless of age, with a C11 category or a CBP “PAROLED” stamp in their passport**
 - Some Afghan non-SI Parolees may have an “OAR” notation in the parole stamp in their passport

Immigration Status: Request for Information Notice (RFI)



- If attested immigration status cannot be confirmed with the information available from the available data sources:
 - A Request for Information (RFI) notice will be sent to the applicant listing all requested verifications required
 - The deadline for submission of the requested verifications will be provided on the notice

Reasonable opportunity extension

- Individual has 90 days from receipt of the RFI notice for immigration documents to provide all requested verifications
 - If an individual is having difficulty providing the requested documentation, they may request a 90-day reasonable opportunity extension
 - Must be requested before the original RFI period expires

Family Assistance Update: Covered Service Expansion

Current Eligibility



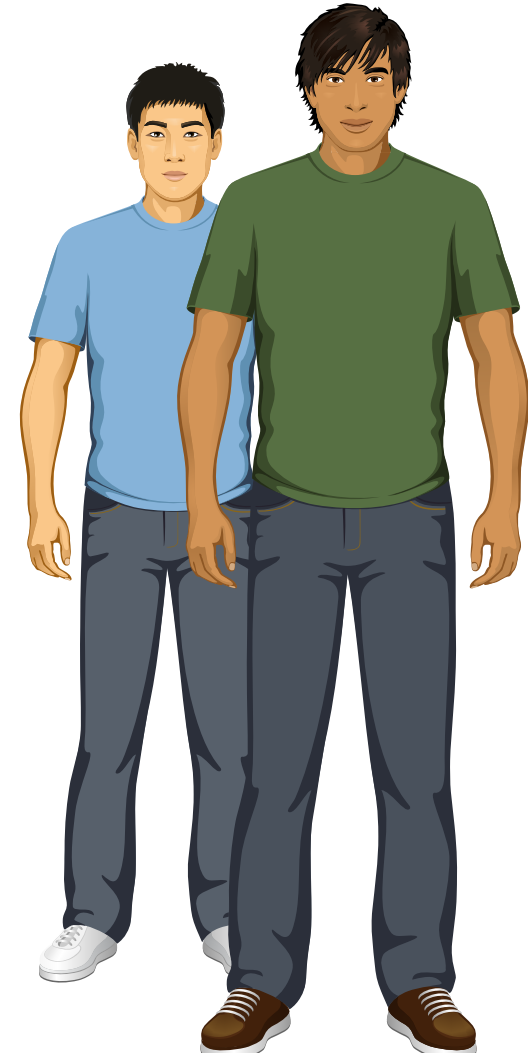
Member Categories

Children and Young Adults

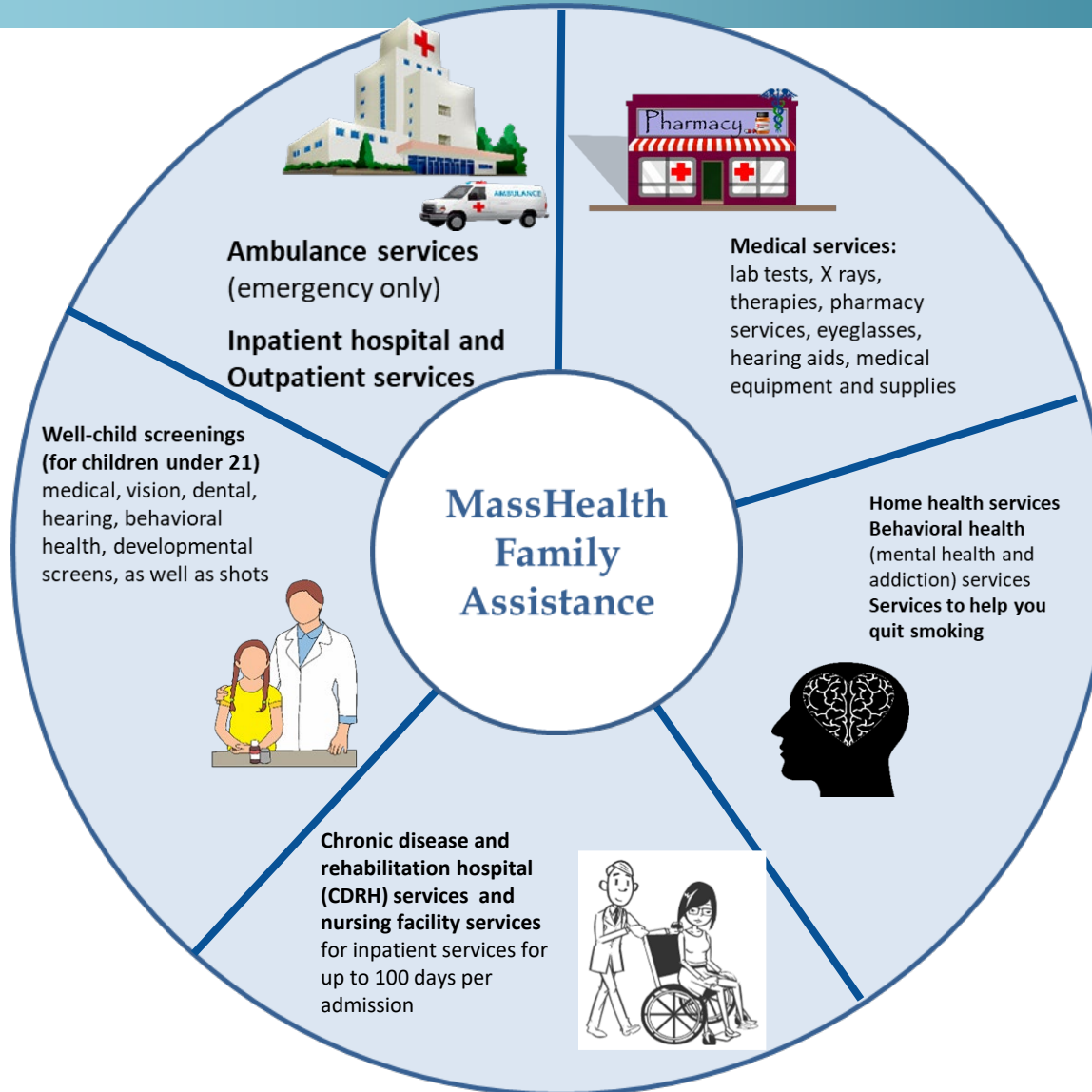
Adults

HIV Positive Adults

Disabled Adults



Current Covered Services



Covered Services Expansion

Effective November 1, 2021, the Executive Office of Health and Human Services (EOHHS) is expanding MassHealth Family Assistance coverage for:

- Short-term stay from **100 days to six months**
- For those who need care beyond six months in a facility or community-based long term care services and support, an option to enroll in state funded “Standard” or CommonHealth”
- Consistent with current guidelines, Family Assistance members eligible for this benefit would require skilled nursing facility care exceeding six months and/or able to have their care needs met in the community with appropriate long-term services and supports



Covered Services Expansion

How Can Family Assistance Members Access Benefits

- Members or the member's Authorized Representative, including health care facilities, must notify MassHealth of a change in health care needs
 - Includes reporting disability status or need for long-term care in a facility
- New applicants: submit an (1) Application for Health and Dental Coverage and Help Paying Costs or (2) the Application for Health Coverage for Seniors and People Needing Long-Term-Care Services depending on their circumstances
- Normal financial eligibility rules for MassHealth Standard and MassHealth CommonHealth long term care coverage, in a nursing facility or CDRH, or for those receiving LTSS services in the community apply



MassHealth Health Plans

MassHealth Health Plans

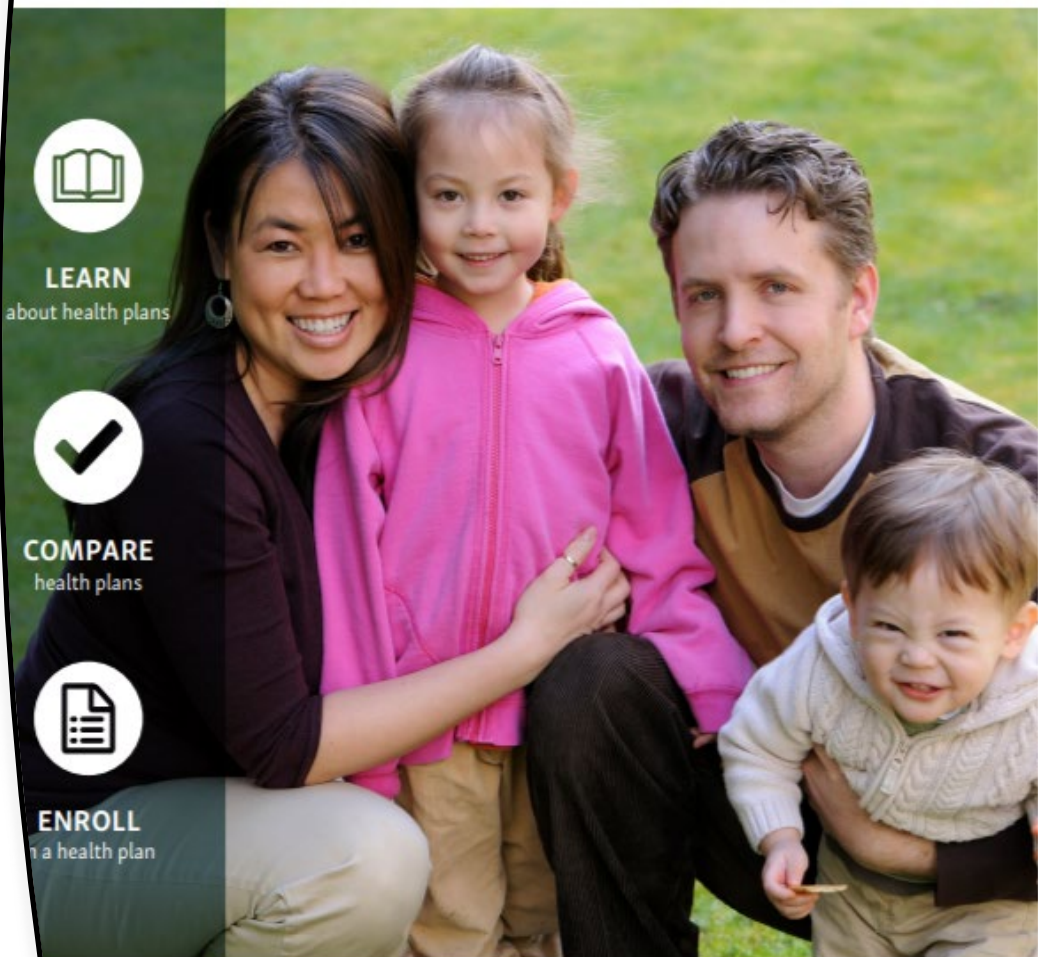
MassHealth managed-care eligible members include:

- Under 65, have no other insurance (Third Party Liability) (including Medicare)
- Living in the community (for example, not in a nursing facility)
- In the following MassHealth coverage types:
 - MassHealth Standard
 - CommonHealth
 - CarePlus
 - Family Assistance

MassHealth Enrollment Guide

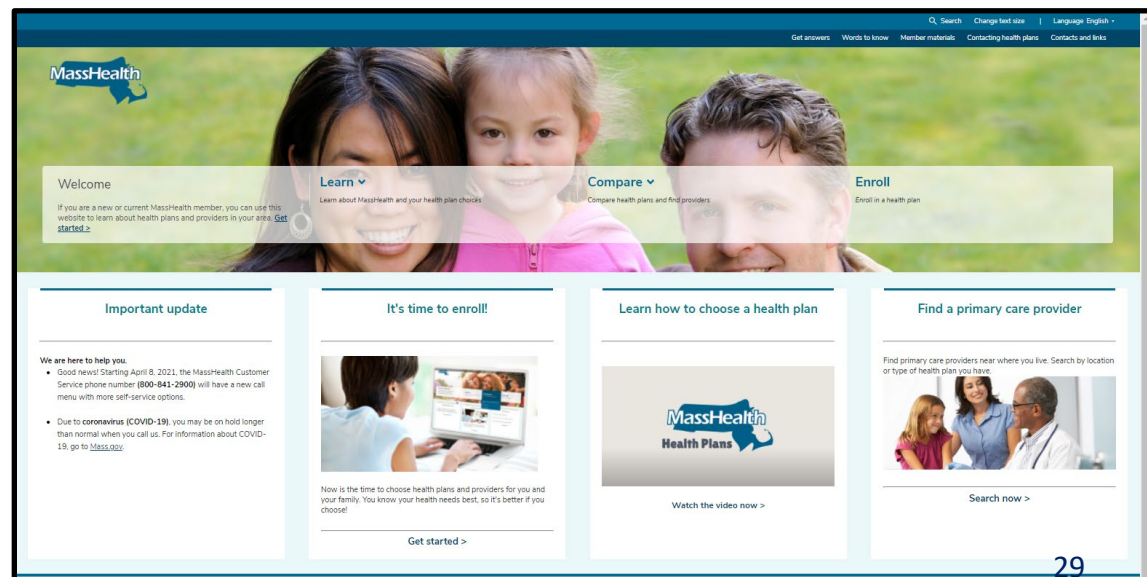
Your Choices Starting JANUARY 2021

MassHealth



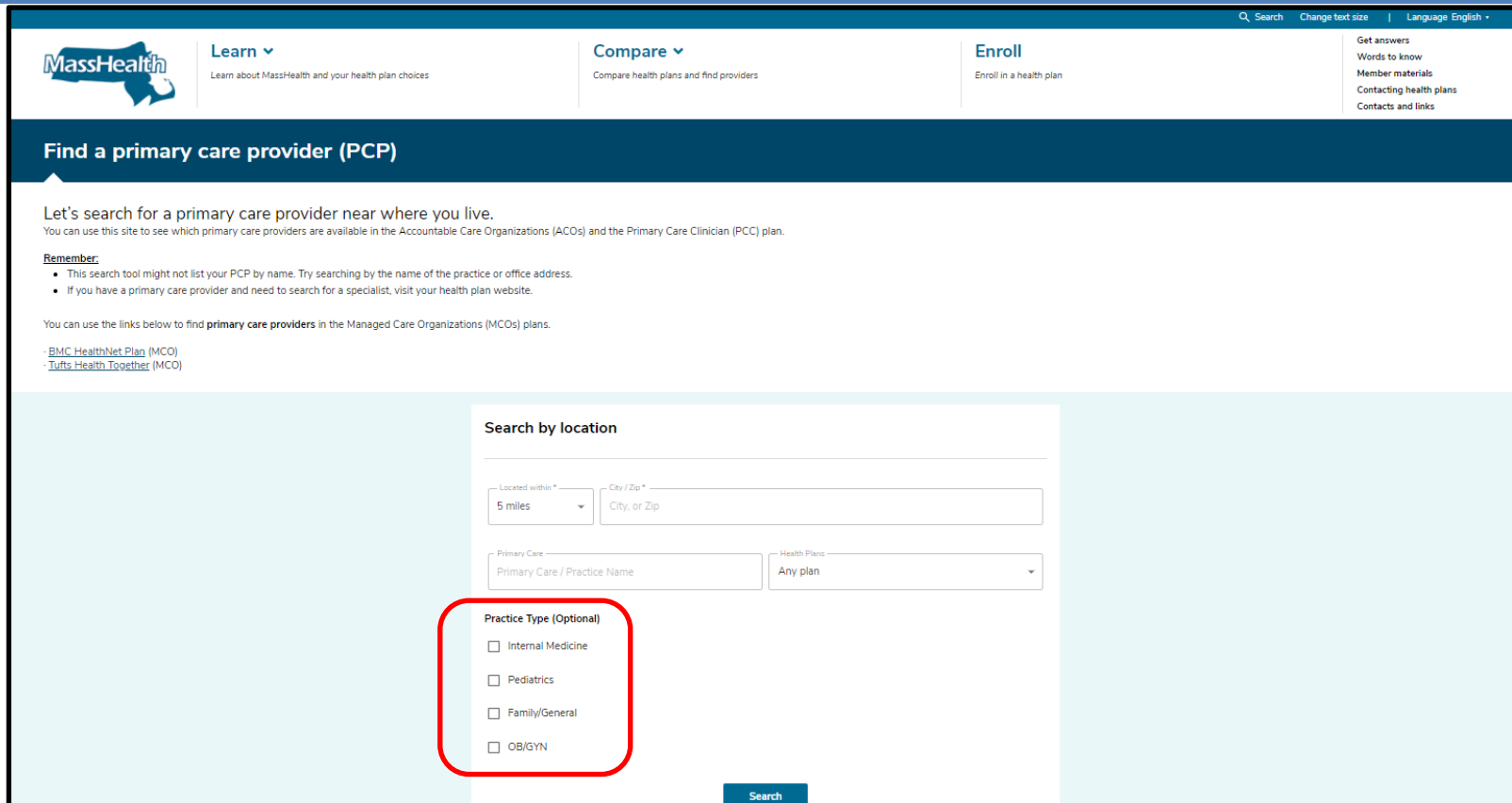
MassHealthChoices.com Updates

- [MassHealthChoices.com](https://www.mass.gov/info-details/masshealthchoices-com)
 - Learn, Compare, Enroll
 - Provider search tool for MassHealth Primary Care ACO and PCC Plans
- Enhancements includes:
 - Results page are tile view
 - Remove current ‘Provider Types’ under the ‘Filter by’ pop-up and replace with a checklist for the four physician types:
 - Internal Medicine
 - Pediatrics
 - Family/General
 - OB/GYN
 - Enhanced search of a provider by related search words



MassHealthChoices.com Updates

1. Improved search by Location
2. Users can type either city/town or zip in the same field
3. Added optional New Practice Types



The screenshot displays the website's navigation bar with links for 'Learn', 'Compare', and 'Enroll'. Below the navigation is a search bar and a 'Find a primary care provider (PCP)' section. The search interface includes a 'Search by location' section with a 'Located within' dropdown set to '5 miles' and a 'City / Zip' input field. Below this are dropdowns for 'Primary Care' (set to 'Primary Care / Practice Name') and 'Health Plans' (set to 'Any plan'). A 'Practice Type (Optional)' section is highlighted with a red box, containing four checkboxes: 'Internal Medicine', 'Pediatrics', 'Family/General', and 'OB/GYN'. A 'Search' button is located at the bottom of the form.

MassHealthChoices.com Updates

1. Converted to a tile view instead of list view for results
2. Added 'Age of patients accepted'
3. Added 'Practice Type'
4. Added 'Related PCP' which are any providers that are affiliated with the practice site

Displaying 4 of 4 results [Map view](#)

<p>SOMERVILLE FAMILY PRACTICE 6.3 miles</p> <p>1020 Broadway Somerville, MA 02144</p> <p>Driving directions</p> <p>Phone: (617) 628-2160</p> <p>Plans accepted: PRIMARY CARE CLINICIAN (PCC) PLAN</p> <p>Accepts new patients: Yes</p> <p>Age of patients accepted: 0-65</p> <p>Practice type: Family/General Practice</p> <p>Related PCP: LEORA FISHMAN</p>	<p>CHARLES RIVER MEDICAL ASSOCIATES PC 13.9 miles</p> <p>233 W Central St Natick, MA 01760</p> <p>Driving directions</p> <p>Phone: (508) 655-7936</p> <p>Plans accepted: PRIMARY CARE CLINICIAN (PCC) PLAN</p> <p>Accepts new patients: No</p> <p>Age of patients accepted: 0-21</p> <p>Practice type: Pediatrics</p> <p>Related PCP: ZOE S FISHMAN</p>	<p>TODAYS WELLNESS PLLC 15 miles</p> <p>2 Haven St Unit 309 Reading, MA 01867</p> <p>Driving directions</p> <p>Phone: (781) 944-4549</p> <p>Plans accepted: PRIMARY CARE CLINICIAN (PCC) PLAN</p> <p>Accepts new patients: Yes</p> <p>Age of patients accepted: 18-65</p> <p>Practice type: Internal Medicine</p> <p>Related PCP: CHLOE FISH</p>	<p>TODAYS WELLNESS PLLC 17.6 miles</p> <p>172 Middlesex Ave Wilmington, MA 01887</p> <p>Driving directions</p> <p>Phone: (978) 658-4432</p> <p>Plans accepted: PRIMARY CARE CLINICIAN (PCC) PLAN</p> <p>Accepts new patients: Yes</p> <p>Age of patients accepted: 18-65</p> <p>Practice type: Internal Medicine</p> <p>Related PCP: CHLOE FISH</p>
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Gender Affirming Care Coverage & Policies

Gender Affirming Care Coverage & Policies



- MassHealth is committed to:
 - Improve the health outcomes of all our members, including our transgender and gender diverse members, by providing access to medically necessary services
 - Ensuring transgender and gender diverse members can access all MassHealth covered benefits free from unlawful discrimination
- As a reminder, providers must comply in all respects with the state's nondiscrimination policies and all other applicable federal and state nondiscrimination laws and regulations
- The MassHealth Guidelines for Medical Necessity Determination (Guidelines) are used by MassHealth's reviewing clinicians to determine the medical necessity of prior-authorization requests submitted by providers



Gender Affirming Care Coverage & Policies



On September 1, 2021, MassHealth published revised Medical Necessity Guidelines (MNGs)

- **Gender affirming surgery:** The revised MNG expands and clarifies coverage of gender affirming care including:
 - Coverage for chest reconstruction (i.e. chest contouring) and breast reduction, services that are currently covered for members seeking masculinizing chest surgery, when medically necessary
 - On a case-by-case basis, coverage for chest masculinizing surgery for members under 18 who meet all the criteria
 - Updates the referral letter requirements for gender affirming genital surgery to require one letter from a behavioral health (BH) provider and one letter from another clinic who is actively engaged in the member's health care (e.g. surgeon, PCP, endocrinologist)



Gender Affirming Care Coverage & Policies



- Covers speech therapy to treat a communication disorder related to a gender dysphoria diagnosis. As with all speech and language therapy, parameters for coverage are outlined in the [MNG for Speech and Language Therapy](#)
- **Hair Removal**
 - Coverage of facial and neck hair removal as treatment for gender dysphoria
- **Resource**
 - Guidelines for Medical Necessity Determination for Gender-Affirming Surgery: <https://www.mass.gov/guides/mashealth-guidelines-for-medical-necessity-determination-for-gender-affirming-surgery>
 - MassHealth Guidelines for Medical Necessity Determination for Hair Removal: <https://www.mass.gov/guides/mashealth-guidelines-for-medical-necessity-determination-for-hair-removal>
 - All Provider Bulletin 323: <https://www.mass.gov/doc/all-provider-bulletin-323-updated-mashealth-policies-on-gender-affirming-care-coverage/download>

Health Equity Data (Including Race, Ethnicity & Language)

Health Equity Data

(Including Race, Ethnicity & Language)



- Monitor and evaluate the delivery of our services
- Improve access to MassHealth coverage and services across the Commonwealth
- Tailor services to meet members' needs

Why is it important?

Health Equity Data

(Including Race, Ethnicity & Language)



- **The COVID-19 pandemic shone a spotlight on racial and ethnic health disparities in the U.S. and locally**

People of color nationally and locally have significantly higher Covid-19 infection rates, hospitalization rates, and age-adjusted death rates
- **MassHealth members are racially and ethnically diverse**

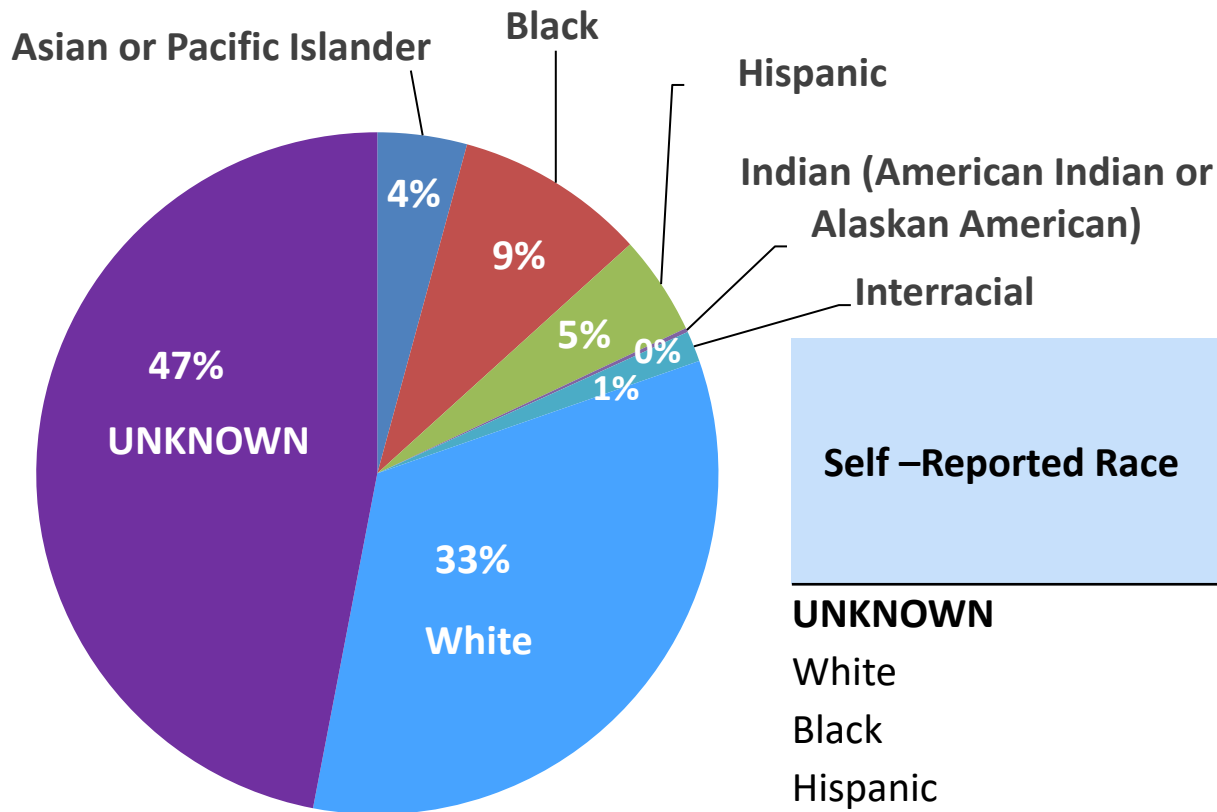
Among MassHealth enrollees for whom information is available, **4 in 10 self-report a race or ethnicity other than white** ^[1]
- **MassHealth members speak many languages**

Massachusetts is one of the top 10 states with the highest percentage of limited English proficiency individuals per the last census

[1] Blue Cross Blue Shield report (5/209):

https://www.bluecrossmafoundation.org/sites/default/files/download/publication/BCBSF_Faces_ofMassHealth_ChartPack_Final.pdf

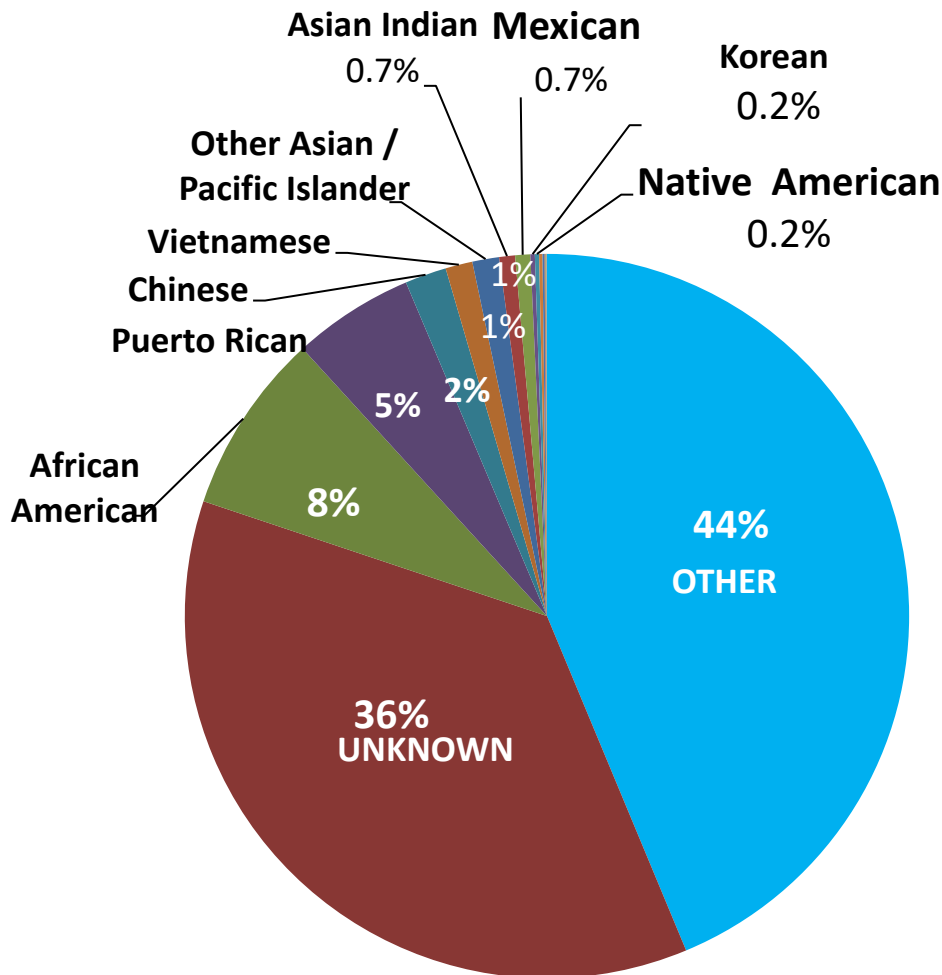
MassHealth Members: Race



Self –Reported Race	Number Enrolled	Percentage of Total MassHealth Enrollees
UNKNOWN	851,160	47%
White	604,574	33%
Black	163,948	9%
Hispanic	85,397	5%
Asian or Pacific Islander	76,833	4%
Interracial	26,398	1%
American Indian/ Alaskan American	3,546	0%

Source: MMIS. The above data represents MassHealth membership, by race, among active members for August 2021.

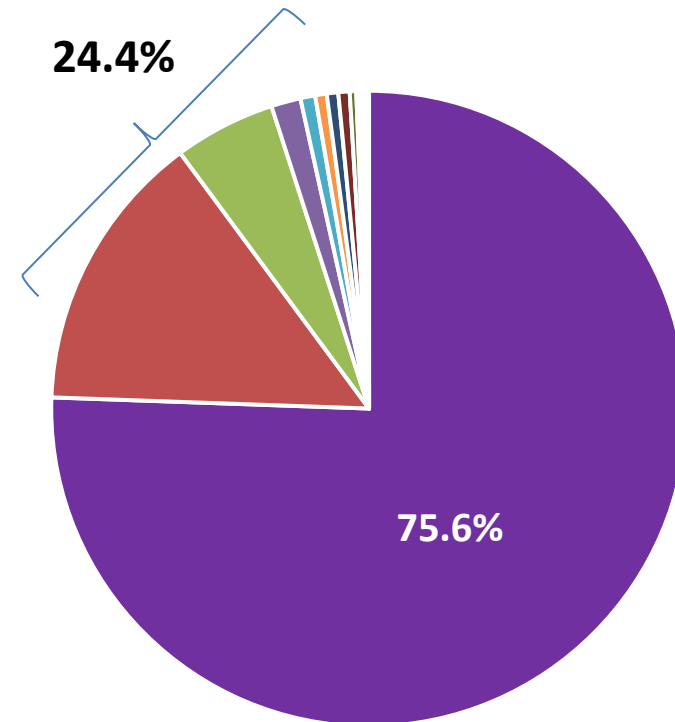
MassHealth Member: Ethnicity



Ethnicity	Number Enrolled	Percentage of Total MassHealth Enrollees
OTHER	792,206	44%
UNKNOWN	659,735	36%
African American	146,469	8%
Puerto Rican	98,116	5%
Chinese	33,548	2%
Vietnamese	21,865	1%
Other Asian / Pacific Islander	21,651	1%
Asian Indian	12,789	0.7%
Mexican	12,211	0.7%
Korean	3,585	0.2%
Native American	3,389	0.2%

MassHealth Members: Language

Language	Number Enrolled	Percentage of Total MassHealth Enrollees
English	1,369,045	75.6%
Language Other Than English		24.4%
Spanish	259,332	14.3%
Portuguese	93,513	5.2%
Chinese/ Cantonese/ Mandarin/ Toisanese	27,170	1.5%
Haitian Creole	13,587	0.8%
Vietnamese	10,613	0.6%
OTHER	10,590	0.6%
Cape Verdean	10,415	0.6%
Arabic	5,971	0.3%
Russian	3,758	0.2%
Khmer	2,293	0.1%



Source: MMIS. The above data represents MassHealth membership, by self-reported spoken language, among active members for August 2021.

The image features a dense, overlapping collection of small, rectangular pieces of paper in various colors including red, blue, green, yellow, pink, and white. Each piece has a large, black question mark printed on it. The papers are scattered across the frame, creating a textured, chaotic background. In the center of the image, the word "QUESTIONS" is written in a large, white, serif font with a subtle drop shadow, making it stand out against the colorful background.

QUESTIONS