



Tracking Suspended Claims

Track suspended claims by the internal control number (ICN) since it will remain the same throughout the processing cycle.

Why Claims Suspend

Claims appear in a “SUSPEND” status for many reasons, the most common is that the claim must be manually reviewed by MassHealth to determine the appropriate fee, or the medical necessity of the service. Claims also suspend to allow time for the member eligibility or other files to be updated.

Reconciling Suspended Claims

- You are not required to take any action when claims appear as suspended
- You must post suspended claims as received by MassHealth
- They will appear on a subsequent remittance advice as “PAID” or “DENIED”

Note: Never rebill a suspended claim. **A suspended claim is being reviewed.** Once the claim has adjudicated to a “PAID” or “DENIED” status, you can take additional action (if necessary.)