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## ***Part 3. Billing MassHealth***

### **Electronic Claims**

Electronic submission of claims is the most efficient, cost-effective, and accurate method of submitting claims for MassHealth payment. Electronic claims, on average, contain 25% fewer errors, and are processed faster than paper claims. This method also eliminates mailing and handling times.

#### ***Pharmacy Claims***

All MassHealth retail and 340B pharmacy claims must be submitted electronically via the pharmacy Online Processing System (POPS). Affiliated Computer Services (ACS) operates POPS under the general framework of standards and protocols established by the National Council for Prescription Drug Programs (NCPDP). Pharmacy providers must work with their switch and software vendors to ensure compliance.

For information about pharmacy claims submission, visit [www.mass.gov/masshealth/pharmacy](http://www.mass.gov/masshealth/pharmacy), or contact the ACS Help Desk using the information found in Appendix A of your MassHealth provider manual.

#### ***Dental Claims***

All claims for dental services are handled through the dental third-party administrator. For information about dental claims submission and the MassHealth dental program, visit [www.masshealth-dental.net](http://www.masshealth-dental.net), or contact the third-party administrator at the phone number listed in Appendix A of your MassHealth provider manual.

#### ***All Other MassHealth Claims***

With the exception of pharmacy and dental providers (as directed above), all other MassHealth providers interested in submitting claims electronically should contact [MassHealth Customer Service](#) or the provider's software vendor or billing intermediary.

There are several methods of electronic claim submission available, including direct billing, the use of a vendor (billing intermediary or clearinghouse) that submits claims on your behalf, and direct data entry (DDE) of claims through the Provider Online Service Center.

#### **Direct Billing**

Electronic claim files can be submitted directly to MassHealth via the Provider Online Service Center at [www.mass.gov/masshealth/providerservicecenter](http://www.mass.gov/masshealth/providerservicecenter). You must go through testing procedures before submitting claims electronically. If you are interested in submitting claims using this method, contact [MassHealth Customer Service](#) using the contact information listed in Appendix A of your MassHealth provider manual, to learn more about testing procedures.

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### Using a Vendor

If you currently submit paper claims through a vendor, [MassHealth Customer Service](#) can assist you and your vendor in the transition to electronic billing. If you do not have a vendor but are interested in using one, or to check if your current vendor works with MassHealth, view the [MassHealth approved vendor list](#) on the MassHealth Web site.

### Direct Data Entry (DDE)

You can use the the Provider Online Service Center at [www.mass.gov/masshealth/providerservicecenter](http://www.mass.gov/masshealth/providerservicecenter) to submit claims to MassHealth using direct data entry. The online panels are similar to what Provider Claim Submission Software (PCSS, which is no longer used) offered and the claims submitted by this mechanism are adjudicated online real-time by MassHealth. You can see the status of the claim in the response panel within seconds of its submission.

You do not need to download any software to use this feature, and it requires only Internet to access to the Provider Online Service Center.

If you have additional questions, contact MassHealth Customer Service using the information in Appendix A of your MassHealth provider manual.

### Additional Resources

More information about electronic billing is available in the [MassHealth companion guides](#), found on the MassHealth Web site in the MassHealth Provider Library.

### Paper Claims

MassHealth uses industry-standard claim forms – the CMS-1500 and UB-04. For information about which claim form to use, and for instructions to complete and submit them to MassHealth, go to [www.mass.gov/masshealthpubs](http://www.mass.gov/masshealthpubs). Click on Provider Library, then on MassHealth Billing Guides for Paper Claim Submitters. These instructions should be used along with the MassHealth regulations. The proper completion and submission of claim forms is essential for timely and accurate claims processing and payment.