

Update

HIPAA-Compliant Dental Claim Format Implementation

Beginning March 3, 2003, the Division of Medical Assistance (Division) will roll out the Health Insurance Portability and Accountability Act (HIPAA)-compliant 837 Health Care Claim: Dental electronic claim format (837D) to our Trading Partners. HIPAA mandates implementation of the 837 format for all electronic claims no later than October 16, 2003.

Our Companion Guide, which should be used in conjunction with the 837D Implementation Guide, contains MassHealth-specific technical and data element requirements. Our Companion Guide can be downloaded from the MassHealth Provider Services Web site at: www.mahealthweb.com. Click on "HIPAA," then "HIPAA Testing."

You must successfully complete the testing process before you can submit claims for processing in the 837-format, and a signed Trading Partner Agreement (TPA) is required to be on file before you submit test claims. Please review Dental Provider Bulletin 28 (February 2003) for more information about the MassHealth TPA, if you have not already completed one. Providers who previously filed a TPA do not have to complete another one.

Once your TPA is acknowledged and you are ready to begin testing, contact the MassHealth HIPAA Support Center either by telephone at: 617-576-4030, or via e-mail at: mahipaasupport@unisys.com. The MassHealth HIPAA Support Center will verify all of the transactions you will conduct, your readiness dates, and provide you with additional information about the testing process, requirements, and schedule.

All electronic submitters, including billing intermediaries and clearinghouses, must also complete a MassHealth Trading Partner Profile (TPP) form. The purpose of this form is to collect additional data about the HIPAA transactions you will conduct with MassHealth, and to verify the contact information for your facility. If you have not already completed the TPP form, contact the MassHealth HIPAA Support Center for assistance. (See page 3 of this newsletter for more information about the TPP.)

Although HIPAA mandates conversion to the new format for electronic claims no later than October 16, 2003, it is essential that affected dental providers complete testing and achieve compliance as far in advance of that date as possible.

837 Dental test claims will not be adjudicated in the weekly pay cycle. You must continue to submit claims for processing in the existing format during the testing period, until you are approved to submit production claims in the 837 format.

Providers who submit paper claim forms can continue to do so; there are no changes in this process. However, all providers are encouraged to submit claims electronically.

Providers should contact their software vendor or billing intermediary immediately to prepare test submissions for MassHealth, when applicable. If you, or your vendor, have any questions about this, or other HIPAA-related information, contact the MassHealth HIPAA Support Center.

Reviewing Your REVS and Claim Status Options



Providers now have multiple options for verifying member eligibility.

Visit:

www.mass.gov/dma for more information, including User and Companion Guides.



With REVS PC, there is no limit to the number of inquiries a provider can perform.

Over the past few months, the Division has implemented many new, or upgraded, HIPAA-compliant options to verify member eligibility and the status of an adjudicated claim. All of these options require that a signed MassHealth Trading Partner Agreement (TPA) be on file with the Division. Without a signed TPA, providers will not receive the user ID and password necessary to conduct any of these transactions, **including member eligibility verification.**

With the emergence of the new options, providers should reevaluate their business needs regarding member eligibility verification and claim status inquiries. To date, the following options are available:

- **WebREVS:** This is a real-time, Web-based tool for verifying member eligibility, and/or checking the status of an adjudicated claim. There is no limit on the number of inquiries a provider can perform. It also provides batch submission capability.
- **REVS PC:** a real-time, software-based tool for performing multiple member eligibility inquiries and checking the status of adjudicated claims. In addition to supporting direct data entry inquiries, the REVS PC option also has the ability to import and export patient-rosters when performing multiple eligibility checks.
- **Batch Submission:** REVS PC software contains a portal that allows providers with sophisticated IT practices to build their own, HIPAA-compliant, 270/271 eligibility

transactions and 276/277 claim status transactions.

More information about these transactions, including User and Companion Guides, is available at: www.mass.gov/dma (click the Providers tab, then the REVS tab and then the Documents tab.)

The eligibility verification options listed below are in the process of being updated for HIPAA-compliance. **If you use any of these methods and have not completed a TPA, submit one as soon as possible or you will no longer be able to access them:**

- **Point-of-Service (POS) Device:** The POS device has been modified to include the HIPAA-mandated security requirements, adding a new layer of security to the login process.
- **Automated Voice Response (AVR):** The AVR system will also require a user ID and password for access.
- **Eligibility Operator (EO):** The EO process will also be modified and the EO will request the provider to supply the password associated with the provider number.

If you have questions about these transactions, or would like to begin using any of them, please contact the Recipient Eligibility Verification System (REVS) HelpDesk at: 1-800-462-7738.

Reminder:

Even if you submit your claims on paper, you must have a TPA on file in order to continue using the above member eligibility functions.

Prepare for the Implementation of Transaction and Code Sets Trading Partner Readiness Information

Providers should be actively preparing to become compliant with the HIPAA Transaction and Code Set Standards. Below are some steps that will help you as you prepare to achieve compliance.

- Obtain a copy of the Implementation Guide (IG) from the Washington Publishing Company. You can download a free copy of the guide by visiting their Web site at: www.wpc-edi.com/hipaa or by calling 301-949-9740. You will need to obtain the 837 Institutional, Professional, or Dental, depending on the type of claims you submit to MassHealth and other payers.
- Contact your IT staff, clearinghouse, billing intermediary or software vendor and ask about their HIPAA readiness. You want to know which transactions they will or will not support, and if your existing software needs to be upgraded.
- If you are a member of a professional provider association (PPA), contact them. MassHealth has been working collaboratively with the PPAs to ensure that the transition to HIPAA will be a smooth one for our providers.
- Educate yourself about HIPAA. We encourage you to visit both the Division's Web site at: www.mass.gov/dma and the MassHealth Provider Services Web site at: www.mahealthweb.com.

Prior to electronic claims testing, all providers must complete a MassHealth Trading Partner Profile (TPP) form. This form helps us to verify your HIPAA readiness, and appropriate contact information for your facility. The form will soon be sent to all electronic submitters, using a staggered approach.

A pilot project has been completed, and data has already been collected from 140 MassHealth electronic claims submitters. Currently, MassHealth is outreaching to dental providers who submit electronic claims and having them complete the TPP form. Once the dental project is complete, all billing intermediaries who submit claims electronically to MassHealth, will be asked to complete the TPP form.

To prepare for completing the TPP form, talk with your software vendor or IT staff to learn when your facility will be ready to test the 837 claim transaction with MassHealth, and which of the other transactions you will support.

If you have any questions regarding HIPAA, or the MassHealth TPP form, please contact the MassHealth HIPAA Support Center by e-mail at: mahipaasupport@unisys.com or by telephone at: 617-576-4030.

Reminder:

Questions concerning retail pharmacy claims under HIPAA should be addressed to Affiliated Computer Systems (ACS) at: 1-866-246-8503.



All providers must complete a Trading Partner Profile form prior to testing.

Providers should be actively preparing themselves to become HIPAA-compliant.



Providers may download a copy of the Implementation Guide from: www.wpc-edi.com/hipaa.

Reminder for Tape Submitters

The Division will no longer accept electronic media claims (EMC) on tape after March 1, 2003, due to the dwindling market and manufacturing of round reel tapes. This means that providers who are currently using tapes to submit claims must migrate toward diskette or telecommunications.

MassHealth Provider Services is in the process of contacting all remaining tape submitters to discuss alternative options. If you have not already switched to telecommunications or disk submissions, please call Electronic Claims Services at: 617-576-4065, or e-mail: maemc@unisys.com.

Reductions in Covered Services

The Division plans on making changes to certain covered services for MassHealth members 21 years of age or older, which will be effective no later than April 1, 2003. We are currently reviewing requirements and will provide you with specific changes over the next several weeks. Updated information will also be posted on our Web site at: www.mass.gov/dma.

Division Explores Claim Submission Options

The Division is exploring options to assist providers with submitting HIPAA-compliant electronic claims to MassHealth. We will provide you with additional information soon.

Helpful HIPAA Web Sites

American Dental Association:

<http://www.ada.org>

Centers for Medicare & Medicaid Services:

<http://cms.gov/hipaa>

E-mail encryption for physicians:

<http://www.healthyemail.org>

General HIPAA information:

<http://www.hipaa.org>

Massachusetts Health Data Consortium:

<http://www.mahealthdata.org>

MassHealth-specific claims information:

<http://www.mahealthweb.com/hipaa.htm>

Office of Civil Rights-HIPAA:

<http://www.hhs.gov/ocr/hipaa>

Privacy deadline is April 14, 2003:

<http://www.healthprivacy.org>

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