

Health Safety Net (HSN) Updates

MAPAM - December 2022



HSN Updates – Agenda

- HSN Modernization Project
- Interim Payments (HSN All BU-3)
- Remittance Posting and Schedules
- Applying for HSN
- Medical Hardship
- Populations Exempt from Collection Actions
- FY 2022 Closing
- Billing Intermediaries and Companies
- General HSN Information



HSN Modernization Project

Overview

The main objective is to automate and modernize HSN systems and processes while increasing operational alignment with MassHealth. HSN is leveraging existing MMIS functionality and has contracted with KMBS to implement the OnBase solution to improve provider experience, program integrity, and operational efficiency. Currently, both tracks have completed or are near requirements/design completion and will begin development and implementation over the coming months.

Current State Deficiencies

- Split claim adjudication/payments between MMIS and HSN system
- Date source of adjudicated claims = monthly excel sheet
- Delayed adjudication of HSN claims.
- Extensive manual processes supported by vendor



Future State Solutions

- Full adjudication of HSN claim submissions through MMIS
- Complete and accurate HSN 835 files for providers (MMIS).
- Near real time adjudication/ available for instant provider review through POSC
- System generated Solutions (Shortfall, Assessment, Surcharge) (OnBase).



Interim Payments Beginning October FY23

- Due to the implementation of the HSN modernization project, the Health Safety Net has been sending calculated Interim Payments to facilities beginning in October 2022 (HFY2023). This interim payment period will be subject to monthly HSN reviews for accuracy and necessity. To keep providers up to date HSN will continue to post individual remits to INET for each month beginning in October 2022 for reconciliation purposes.
- For details, please see HSN Billing Update [HSN-ALL-BU-2](#)



How will HSN post claims during the Interim?

- Individual facilities can choose to post using one of the two methods below:
 - Continue to post remits on a monthly basis and ignore the summarized remit
 - OR**
 - Use the summarized remit to post once it becomes available
- REMINDER: Facilities should choose ONE method of posting remits that is best suited for their facility:
 - HSN warns against using both methods to reconcile, as it will result in double posting.
- If you have any questions regarding the Interim Payments or posting methods please refer back to your facilities finance team
- For HSN questions regarding Interim Payments please contact the HSN Help Desk at hsnhelpdesk@state.ma.us or 1 (800)-609-7232



How does one become HSN eligible?

- Patients can be found HSN eligible one of two ways:
 - Submit a completed health services application through MA Health Connector.
Eligible patients must meet the following criteria:
 - Resident of Massachusetts;
 - Gross Income equal to or less than 300% Federal Poverty Level (FPL)
- Through a “special circumstance” process:
 - Medical Hardship
 - Bad Debt
 - Confidential Minor
 - Domestic Violence
 - Presumptive Eligibility



Medical Hardship Assistance - Special Circumstances

A Massachusetts Resident at any Countable Income level may qualify for Medical Hardship if allowable medical expenses exceed a certain percentage of his or her Countable Income as specified in 101 CMR 613.05(1)(c). A determination of Medical Hardship is a onetime determination and not an ongoing eligibility category. An applicant may submit no more than two Medical Hardship applications within a 12-month period.

Income Level FPL	Percentage of Countable Income
0 - 205%	10%
205.1 - 305%	15%
305.1 - 405%	20%
405.1 - 605%	30%
>605.1%	40%



613:08(3) Populations Exempt from Collection Action

- (a) A Provider must not bill Patients enrolled in MassHealth and Patients receiving governmental benefits under the Emergency Aid to the Elderly, Disabled and Children program except that the Provider may bill Patients for any required copayments and deductibles.
- (b) Participants in the Children's Medical Security Plan whose MAGI income is less than or equal to 300% of the FPL are also exempt from Collection Action.
- (c) Low Income Patients, other than Dental-Only Low Income Patients, are exempt from Collection Action for any Reimbursable Health Services rendered by a Provider receiving payments from the Health Safety Net.
- (d) Low Income Patients, other than Dental-Only Low Income Patients, with MassHealth MAGI Household income or Medical Hardship Family Countable Income, as described in 101 CMR 613.04(2), greater than 150% and less than or equal to 300% of the FPL are exempt from Collection Action for the portion of his or her Provider bill that exceeds the deductible and may be billed for copayments and deductibles as set forth in 101 CMR 613.04(8)(b).



HSN Reminders – HSN Fiscal Year 2022 (FY22) Closing

- FY 2022 Closing: Providers are reminded that FY22 was closed effective September 30, 2022. Any new claim submission with an FY22 date(s) of service after the FY has closed will be denied.
- If providers have questions on the FY22 closing, please contact the HSN Helpdesk at hsnhelpdesk@state.ma.us



Billing Intermediaries, Companies and HSN Communications

- Facilities that have signed contracts with billing intermediaries and/or billing companies for submitting HSN claims should ensure that the provider/facility is included on written documentation, as well as included on requests for HSN conference calls.
- Facilities have notified HSN on several occasions that their claim denials have increased due to claim/system changes incorporated by their billing company/intermediary. The HSN Helpdesk will assist billing intermediaries / billing companies with claim status after the facility has confirmed that the claim(s) are listed as “paid” on MassHealth’s 835.
- If the claim(s) denied on the 835 reports, MassHealth should be contacted for further assistance at 800-841-2900. In addition, billing intermediaries / billing companies should refer to the HSN Validation Report (aka edit / denial report) which may be downloaded from the HSN INET secure portal to evaluate claim status within HSN.
- The HSN Helpdesk will redirect companies back to the provider/facility if following claim information is not available:
 - TCN (patient account number)
 - ICN
 - DOS
 - Claim Type (I or P)



QUESTIONS?



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>.
- FY 2020 (FY20) closed on September 30, 2022. HSN will not reimburse FY20 claims received after September 30, 2022.

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

