



21st Century Cures Act MassHealth Frequently Asked Questions

In accordance with 21st Century Cures Act regulations, all providers rendering services to Medicaid or Medicare members must be enrolled with the State in which those members are covered. UnitedHealthcare Community Plan is complying with those regulations and the guidance outlined by MassHealth for providers rendering services to Senior Care Options and One Care members.

MassHealth has shared the following FAQs to provide UnitedHealthcare Community Plan of Massachusetts' providers with additional information regarding these regulations. If you have further questions, please feel free to contact the Provider Services Center.

1. Question: Why do I now need to enroll with MassHealth as a provider? What has changed?

Answer: Changes in federal law require all MCE network providers to enroll with MassHealth. This means all MCE network providers must have two provider contracts in place – (1) a network provider contract with UnitedHealthcare Community Plan of Massachusetts; and (2) a provider contract with MassHealth. MassHealth has developed a specific provider contract for this purpose, called the [MassHealth Nonbilling Managed Care Entity \(MCE\) Network-only Provider Contract](#). This specific provider contract does not require a UnitedHealthcare Community Plan network provider to render services to MassHealth fee-for-service members.

Providers may visit <https://www.medicaid.gov> for more information.

2. Question: How do I know if I need to sign a MassHealth provider contract?

Answer: MassHealth and UnitedHealthcare Community Plan worked together to determine which UnitedHealthcare Community Plan network providers do not currently have a MassHealth provider contract. If you received a notice from UnitedHealthcare Community Plan, MassHealth and UnitedHealthcare Community Plan have verified that you have not signed a MassHealth Provider Contract (used by fully participating fee-for-service providers) or a MassHealth Nonbilling Contract for Individuals (often used by ordering, referring and prescribing providers). As a result, you must enter into a [MassHealth Nonbilling Managed Care Entity \(MCE\) Network-only Provider Contract](#) at this time.

3. Question: When must I enroll with MassHealth?

Answer: Federal law sets forth the timeline for UnitedHealthcare Community Plan providers to enroll with MassHealth. Under federal law, UnitedHealthcare Community Plan may only hold a network provider contract with a provider for 120 days while that provider completes its enrollment with MassHealth. UnitedHealthcare Community Plan must terminate a network provider either immediately after MassHealth notifies UnitedHealthcare Community Plan that the network provider cannot be enrolled with MassHealth or after 120 days has passed and the provider has still not completed enrollment with MassHealth. Again, MassHealth has developed a specific provider contract, called the [MassHealth Nonbilling MCE Network-only Provider Contract](#), to make this enrollment process as simple as possible for UnitedHealthcare Community Plan network providers.

4. Question: If I already have signed a provider contract with another MCE or MassHealth, why do I need to sign another provider contract?

Answer: As explained above, federal regulations require that all UnitedHealthcare Community Plan network providers enter into a MassHealth provider contract. If you received a notice from UnitedHealthcare Community



Plan, MassHealth and UnitedHealthcare Community Plan have verified that you have not signed a MassHealth Provider Contract (used by fully participating fee-for-service providers) or a MassHealth Nonbilling Contract for Individuals (often used by ordering, referring and prescribing providers). As a result, you must enter into a [MassHealth Nonbilling MCE Network-only Provider Contract](#) at this time.

5. Question: Can I enroll as a fully-participating MassHealth provider instead?

Answer: If you want to enroll as a MassHealth fully-participating provider instead of as a MassHealth nonbilling MCE Network-only provider, and therefore be able to provide services to MassHealth fee-for-service members, visit <https://www.mass.gov/service-details/masshealth-provider-regulations> to review information on MassHealth program participatory regulations and contact MassHealth's Provider enrollment vendor at 800-841-2900 or providersupport@mahealth.net. Providers are encouraged to also notify UnitedHealthcare Community Plan of their decision to enroll as a fully-participating provider.

6. Question: What is a nonbilling provider?

Answer: Nonbilling providers may provide services to MassHealth members but shall not submit claims to or receive payments from MassHealth. If you enter into the [MassHealth Nonbilling MCE Network-only Provider Contract](#), you will be a nonbilling provider. As a UnitedHealthcare Community Plan network provider who signed this particular MassHealth contract, this means you may provide services to UnitedHealthcare Community Plan enrollees, but you would not submit claims to or be paid by MassHealth. You will continue to submit claims to and be paid by UnitedHealthcare Community Plan.