



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. MCE complies 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 assist 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 the MCE; and (2) a provider contract with MassHealth. MassHealth has developed a specific provider contract for this purpose, called [MCE Nonbilling Network Only Contract | Mass.gov](#). 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: If you received a notice from the MCE MassHealth and the MCE has 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 [MCE Nonbilling Network Only Contract | Mass.gov](#) at this time.

3. **Question:** When must I enroll with MassHealth?

Answer: Federal law sets forth the timeline for providers to enroll with MassHealth. Under federal law, the MCE may only hold a network provider contract with a provider for 120 days while that provider completes its enrollment with MassHealth. The MCE must terminate a network provider either immediately after MassHealth notifies the MCE 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 [MCE Nonbilling Network Only Contract | Mass.gov](#), to make this enrollment process as simple as possible.

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 MCE network providers enter into a MassHealth provider contract. If you received a notice from the MCE, MassHealth and the MCE has 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 [MCE Nonbilling Network Only Contract | Mass.gov](#) 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 PEC@Maximus.com. Providers are encouraged to also notify the MCE 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 [MCE Nonbilling Network Only Contract | Mass.gov](#), you will be a nonbilling provider. As a network provider who signed this particular MassHealth contract, this means you may provide services to enrollees, but you would not submit claims to or be paid by MassHealth. You will continue to submit claims to and be paid by the MCE.

7. Question: Will my claims be processed as In-Network Provider while waiting for my Medicaid ID to be issued?

Answer: Yes, once the Medicaid line of business is added to your contract, claims will be processed as an in-network provider. Providers who do not enroll and obtain a Medicaid ID within 120 of acceptance into network, will be terminated. Consequently, they will no longer be eligible to receive payment for services rendered to Massachusetts Medicaid members.

8. Question: Who can I contact if I have questions?

Answer: If you have any questions about the enrollment process, please email PEC@Maximus.com

For general questions, you may contact MassHealth by email at provider@masshealthquestions.com or call (800) 841-2900.

You may also contact the Optum Provider Service Line at 1-877-614-0484 and request that a case be opened and routed to an appropriate resource to assist