

MassHealth Provider Enrollment Frequently Asked Questions

Why do I now need to enroll with MassHealth as a provider?



Federal law requires all MCE network providers to enter into a MassHealth provider contract. This means all MCE network providers must have: (1) a network provider contract with Mass General Brigham Health Plan; and (2) a provider contract with MassHealth.

MassHealth has developed the [MassHealth non-billing Managed Care Entity \(MCE\) Network-only Provider Contract](#) for this purpose. This specific provider contract does not require a Mass General Brigham Health Plan network provider to render services to MassHealth fee-for-service members.

How do I know if I need to sign a MassHealth non-billing MCE network-only provider contract?



Mass General Brigham Health Plan will notify you if you are required to sign a MassHealth non-billing MCE Network-Only Provider Contract.

MassHealth and Mass General Brigham Health Plan are working together to determine which Mass General Brigham Health Plan network providers do not currently have a MassHealth non-billing Contract for Individuals (often used by ordering, referring and prescribing providers), or a MassHealth Provider Contract (used by fully participating fee-for-service providers). Mass General Brigham Health Plan will mail notices to providers who have not signed either of these contracts. If you have received this notice, you must enter into a MassHealth non-billing Managed Care Entity (MCE) Network-only Provider Contract at this time.

When must I enroll with MassHealth?



Under federal law, Mass General Brigham Health Plan may only hold a network provider contract with a provider for 120 days while that provider completes its enrollment with MassHealth.

Mass General Brigham Health Plan must terminate a network provider either immediately after MassHealth notifies Mass General Brigham Health 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 non-billing MCE Network-only Provider Contract, to make this enrollment process as simple as possible for Mass General Brigham Health Plan network providers.

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



Providers need a contract with each MCE they are affiliated with, as a result, you must enter into a MassHealth non-billing MCE Network-only Provider Contract. If you received a notice from Mass General Brigham Health Plan, then you have been verified as a provider that has not signed a MassHealth Provider Contract (used by fully participating fee-for-service providers) or a MassHealth non-billing Contract for Individuals (often used by ordering, referring and prescribing providers).

What is a non-billing provider?



Non-billing providers may provide services to MassHealth members but shall not submit claims to or receive payments from MassHealth directly.

If you enter the MassHealth non-billing MCE Network-only provider contract, you will be a non-billing provider. As a Mass General Brigham Health Plan network provider who signed this MassHealth contract, this means you may provide services to Mass General Brigham Health Plan enrollees, but you would not submit claims to or be paid by MassHealth directly. You will continue to submit claims to and be paid by Mass General Brigham Health Plan.

How do I know if I already have a MassHealth non-billing MCE network-only Provider ID/Service Location (PID/SL) number?



You can use the [MassHealth self-service tool](#) to check if you already have a PID/SL. If you don't have a PID/SL, Mass General Brigham Health Plan will provide your PID/SL to you after the enrollment is complete.

Can I begin/continue to see members without having a MassHealth non-billing MCE Network-Only Provider ID/Service Location (PID/SL) number?



Yes, if you are a contracted provider within the Mass General Brigham Health Plan's network you may begin or continue seeing members while you complete the MassHealth provider contract requirement.

Mass General Brigham Health Plan may only hold a network provider contract with a provider for 120 days while that provider completes its enrollment with MassHealth.

How do I complete the MassHealth non-billing MCE network-only provider contract?



You can access the MassHealth non-billing MCE Network-Only Provider Contract on the [MassHealth website](#). Please be sure to fill out all the required fields on the form and follow all specific instructions. You must choose 'Select Form' after uploading the contract to ensure

it is sent to the correct email address. In parallel, MGBHP will share your information with MassHealth and will work with them to complete the enrollment process.

What happens if I do not sign a MassHealth non-billing MCE network-only provider contract?



MCE network providers who do not sign a contract with MassHealth may be terminated from the Mass General Brigham Health Plan provider network.

Will my claims be processed as an in-network provider while waiting for my Medicaid ID (i.e., PIDSL) to be issued?



Yes. Once the Medicaid line of business is added to your contract, your claims will be processed as an in-network provider.

Providers who do not enroll and obtain a Medicaid ID (PIDSL) 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.

Can I enroll as a fully participating MassHealth provider instead?



If you want to enroll as a MassHealth fully participating provider to be able to provide services to MassHealth fee-for-service members instead of as a MassHealth non-billing MCE Network-only provider, review information on MassHealth program participatory regulations on [the MassHealth web site](#).

For additional details about the application process, you can read the [provider participation information on the MassHealth web site](#). Providers are encouraged to also notify Mass General Brigham Health Plan of their decision to enroll as a fully participating provider. If you have any questions, please call MassHealth's provider enrollment vendor at **1-800-841-2900** or email provider@masshealthquestions.com.

Questions?



For additional assistance, please call Optum Provider Services at **1-877-614-0484**, Monday through Friday, between **7:00 a.m. and 9:00 p.m. Central Time (CT)**.