

## 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 Nonbilling 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 Nonbilling MCE Network-Only Provider Contract?**

Mass General Brigham Health Plan will notify you if you are required to sign a MassHealth Nonbilling 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 Nonbilling 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 Nonbilling 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 Nonbilling 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 Nonbilling 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 Nonbilling Contract for Individuals (often used by ordering, referring and prescribing providers).

### **What is a nonbilling provider?**

Nonbilling providers may provide services to MassHealth members but shall not submit claims to or receive payments from MassHealth directly. If you enter into the MassHealth Nonbilling MCE Network-only Provider Contract, you will be a nonbilling provider. As a Mass General Brigham Health Plan network provider who signed this particular 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 Nonbilling MCE Network-Only Provider ID/Service Location (PID/SL) number?**

You can use the self-service tool ([MassHealth | Mass.gov](https://www.mass.gov/mce-nonbilling-network-only-provider-contract)) 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 nonbilling 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. As a reminder, 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 go about completing 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: <https://www.mass.gov/forms/mce-nonbilling-network-only-contract>. Please be sure to fill out all the required fields on the form and follow all specific instructions as noted. You must hit the Submit Form button after uploading the contract to ensure it is sent to the correct email address. In parallel, MGB 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 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, 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 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 [Apply to become a MassHealth provider | Mass.gov](#) for additional details about the provider enrollment process. If you have any questions, please contact MassHealth's Provider enrollment vendor at 800-841-2900 or [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com).

Providers are encouraged to also notify Mass General Brigham Health Plan of their decision to enroll as a fully participating provider.

### **Who can I contact with questions?**

Please contact your assigned Mass General Brigham Health Plan Provider Relations Representative or contact our Provider Services Team at: 855-444-4647  
Hours: Monday through Friday, 8:00 AM to 5:00 PM, closed 12:00 - 12:45 PM



