



MassHealth Provider Enrollment Frequently Asked Questions

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

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 Commonwealth Care Alliance (CCA); 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 CCA network provider to render services to MassHealth fee-for-service members. Providers may visit <https://www.medicaid.gov> for more information.

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

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

3. When must I enroll with MassHealth?

Federal law sets forth the timeline for CCA providers to enroll with MassHealth. Under federal law, CCA may only hold a network provider contract with a provider for 120 days while that provider completes its enrollment with MassHealth. CCA must terminate a network provider either immediately after MassHealth notifies CCA 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 CCA network providers.

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

As explained above, federal regulations require that all CCA network providers enter into a MassHealth provider contract. If you received a notice from CCA, MassHealth and CCA have verified that you have not signed a MassHealth Provider Contract (used by fully participating fee-for-service providers) or a MassHealth 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. 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 contact MassHealth's Provider enrollment vendor at 800-841-2900 or providersupport@mahealth.net. Providers are encouraged to also notify CCA of their decision to enroll as either a fully-participating provider.

6. What is a nonbilling provider?

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 an CCA network provider who signed this MassHealth contract, this means you may provide services to CCA enrollees, but you would not submit claims to or be paid by MassHealth. You will continue to submit claims to and be paid by CCA.

7. Where can I complete the MassHealth Nonbilling MCE Network-only Provider Contract and who do I send it to?

To download and complete the contract, go to <https://www.mass.gov/forms/submit-the-masshealthnonbilling-managed-care-entity-network-only-provider-contract>. The completed contract must be emailed to MassHealth at MCEContracts@maximus.com.

8. What information is required to complete the MassHealth Nonbilling MCE Network-only Provider Contract?

The following information is required: Legal Name of Managed Care Entity (MCE) network-only Provider, National Provider Identifier (NPI), Doing Business As (DBA) Name (as applicable), MCE affiliation (as explained in the contract), signature and date. All fields are required, and you will need to provide a wet signature (i.e. sign your signature with a pen). Please write legibly.

9. What is a MassHealth provider ID and service location (PID/SL) and how do I know if I have one?

Each provider's NPI is associated in MassHealth's Medicaid Management Information System (MMIS) with a corresponding MassHealth provider ID and service location (PID/SL). This PID/SL is 10 characters, made up of a 9-digit base number and an alpha service location (e.g. 123456789A). Providers must complete a MassHealth provider contract to be issued a PID/SL.

10. Why is my PID/SL not being recognized by MassHealth or the CCA matching process?

The PID/SL matching process includes an exact match on your Tax ID, NPI, full Practice Address and Provider Type. If one of these elements does not match MassHealth's data and CCA's data, then you must complete a MassHealth Nonbilling MCE Network-only Provider Contract to receive a new MassHealth PID/SL. Should you have any additional questions please contact your dedicated Network Contracting department at ccacontracting@commonwealthcare.org or call Provider Services at 866-420-9332.