

Health Safety Net (HSN) Updates

Massachusetts Health Care Training Forum (MTF)
January 2024



Health Safety Net Agenda

- Inpatient Claims Pricing at Zero
- Partial Deductible Reporting
- Fiscal Year Closing 2021
- Special Circumstances Applications/HSN/INET Portal Agreements
- FY23 Outpatient Claim Adjustments
- Populations Exempt from Collection Action
- Procedure Code Listings
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Inpatient Claims Pricing At 0

Inpatient claims billed without a valid DRG will CONTINUE to price at \$0.00 until HSN has fully transitioned its inpatient grouper vendor. Once the grouper transition is complete, claims will be reprocessed and priced according to the most appropriate grouper rate.

Inpatient claims billed with a valid DRG continue to be priced at the National Average Payment (NAP). Once HSN has fully transitioned vendors, affected claims will be reprocessed through the grouper for appropriate reimbursement.

Providers that wish to rebill their inpatient claims priced at zero and initially billed without a DRG, may resubmit their claims with a Type of Bill (TOB) code 07 (for replacement) and add a valid DRG for pricing at the National Average Payment (NAP). These claims will also be reprocessed and repriced once the transition is complete.



HSN Partial Deductible Reporting and Fiscal Year(s) Closure

Deductible Reporting

As of June 15, 2021, the Commonwealth's Public Health Emergency ended. The flexibility permitting Health Safety Net providers to pause collecting Partial deductibles ended with the PHE conclusion. HSN providers must collect partial deductibles and bill in accordance with all applicable regulations as 101 CMR 613.000 and 101 CMR 614.000.

Providers are urged to review HSN All Provider Billing Update: [Microsoft Word - hsn-all-bu-7 \(mass.gov\)](#)

Fiscal Year (FY) 2021 Closing

Fiscal Year 2021 permanently closed on September 30, 2023. Any claims with a FY21 (10/1/2020 – 9/30/2021) date of service submitted for processing after September 30, 2023, will be denied by the Health Safety Net (HSN) for submitting after the fiscal year closure date.



Special Circumstance Applications

Beginning September 1, 2023, HSN Special Circumstance (Medical Hardship, Confidential, and Bad Debt) claims will not be reimbursed **without** a Special Circumstance application on file.

Providers should utilize the applications for Medical Hardship, Confidential and Inpatient Bad Debt claims on INET: [Learn about HSN-INET | Mass.gov](#).

In order to process Medical Hardship, Confidential, and Inpatient Bad Debt claims, HSN must establish eligibility by way of a MMIS ID on the Provider's INET Referred Eligibility Report which must be coded onto the claim for processing.

Providers are urged to review HSN All Provider Billing Update 7 for more information: [HSN ALL BU-7](#).



Special Circumstance Application

Referred Eligibility Reports may be downloaded from the HSN INET. For more details, please refer to: [Learn about HSN-INET | Mass.gov](#).

If a patient has an existing MMIS ID, providers should only submit special circumstance claim(s) once the Special Circumstance application has been approved under the existing MMIS ID.

Once an MMIS ID is assigned, members can be verified through the Virtual Gateway Eligibility Verification System (EVS) via member id or name.

If your organization utilizes a Billing Intermediary, please ensure that the Billing Intermediary is informed of the above-mentioned information to avoid claim denials. Any questions, please contact the HSN helpdesk at hsnhelpdesk@state.ma.us.



Updated Portal Agreements

The Health Safety Net is transitioning from INET to ONBASE system where special circumstance applications, eligibility, and payment information can be found. For more information, please review HSN Billing Update 4: [HSN ALL BU-4](#).

Prior to replacing INET, HSN must set up users within the OnBase system. A HSN Provider Notice including revised deployment dates, updated HSN User Agreement and an updated HSN Business Partner Security Agreement can be found in HSN All Provider Billing Update 7: [HSN ALL BU-7](#).

If you have any questions regarding the updated forms, please email HSN-OnBase@mass.gov.

For any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at HSNHelpdesk@state.ma.us.



FY23 Outpatient Claim Adjustments

Certain HSN providers will see their previously paid outpatient claims adjusted in their Jan remits to ensure they have been paid at the correct FY23 rates. The following lists the impacted providers and # of adjusted claims:

Provider	Adjusted Claim #	Provider	Adjusted Claim #
Baystate Noble	21	Athol Memorial	16
Baystate Wing	36	Baystate Medical	2837
Berkshire	678	Baystate Franklin	27
BIDMC-Milton	57	Boston Medical Center	115,762
BIDMC-Needham	57	Beth Israel	3221
BIDMC-Plymouth	158		



Populations Exempt From Collection Action

101 CMR 613.08(3) establishes the populations/circumstances when HSN providers may not enter in a collection action. The following lists the exempt populations:

- MassHealth/EAEDC recipients (with the exception of copayments/deductibles);
- CMSP recipients with a MAGI less than or equal to 300%;
- Low Income Patients [as defined by 101 CMR 613.04(2)], for any Reimbursable Health Service rendered by a Provider receiving payments from the Health Safety Net except for copayments and deductibles;
- Providers may bill Low Income Patients for services other than Reimbursable Health Services provided at the request of the Patient and for which the Patient has agreed to be responsible, with the exception of those services described in 101 CMR 613.08(3)(e)1. and 2. Providers must obtain the Patient's written consent to be billed for the service.
 - Providers may not bill Low Income Patients for claims related to medical errors including those described in 101 CMR 613.03(1)(d).
 - Providers may not bill Low Income Patients for claims denied by the primary insurer due to an administrative or billing error
- At the request of the Patient, a Provider may bill a Low Income Patient in order to allow the Patient to meet the required CommonHealth one-time deductible as described in 130 CMR 506.009: The One-time Deductible or the required MassHealth asset reduction defined in 130 CMR 520.004: Asset Reduction.
- Individuals who qualify for Medical Hardship may not be billed for amounts exceeding the Medical Hardship contribution. Once a claim submitted as Emergency Bad Debt becomes eligible for Medical Hardship payment from the Health Safety Net, the Provider must cease collection activity on the Patient for the services.



2023 HSN Procedure Code Lists

COMMUNITY HEALTH CENTERS

The 2023 HSN covered code list for CHCs can be found in the below link:

[HSN CHC COVERED CODE LIST](#)

ACUTE CARE HOSPITALS

The updated non-covered procedure code list for Acute Outpatient Hospitals can be found in the below link:

[HSN OUTPATIENT HOSP NON-COVERED CODE LIST](#)

*** CY24 PROCEDURE CODE UPDATES ARE ANTICIPATED TO BE COMPLETED BY MARCH 2024.**



General Information

- Health Safety Net eligible service regulations can be found at:
<https://www.mass.gov/regulations/101-CMR-61300-health-safety-net-eligible-services>
- Health Safety Net eligible payment and funding regulations can be found at:
<https://www.mass.gov/regulations/101-CMR-61400-health-safety-net-payments-and-funding>
- Health Safety Net Reimbursable Services located at:
<https://www.mass.gov/doc/hsn-chc-billable-procedure-codes/download>
- Health Safety Net INET located at: <https://www.mass.gov/info-details/learn-about-hsn-inet>
- Billing updates are posted and can be found at: <https://www.mass.gov/service-details/information-about-hsn-provider-guides-and-billing-updates>
- The Health Safety Net is working on internal claims editing, code, and payment rate updates. HSN will instruct providers through billing update of any necessary payment resweeps due to these updates.

HSN Help Desk

Health Safety Net Help Desk inquiries should be addressed to HSNHelpDesk@massmail.state.ma.us and not an individual member of the Help Desk team.

If you feel the matter remains unresolved, please contact the Help Desk Supervisor for assistance.



THANK YOU!

