

## Mass Health Commonly Asked Questions

### Patient Load

Can I cap my case load? (limit the amount of MassHealth patients?)

- *Yes, you now have the ability to cap your case load at any level you see fit. You do not need to predetermine the amount of patients.*

What are the different ways I can cap my case load?

- *There are different approaches that members utilize to manage their case loads. Some members choose to only take children, other members select an age range i.e. 10-18 year olds; some members select a zip code to cover. Note as long as you are not discriminating you may choose your own guideline.*

Can I only take patients from the MAC Van?

- *Yes, you may elect to only receive referrals from the MAC Van. You would need to contact the MAC Van staff to inform them of this request.*

Can I just serve my existing patients only?

- *Yes, you can just serve your existing patients.*

### Publicity

Do I have to be listed in the provider directory?

- *No, you can elect to not have your name listed in the directory. Some members prefer this method so that you are not overwhelmed with phone calls. You need to indicate on your application that you do not want to be listed in directory. Note: you will need to inform your referral network that you are participating in MassHealth if you want them to know that you can now take MassHealth referrals.*

### Fee Questions

Is there a separate fee schedule for children?

- *Yes, there are two fee schedules children: adults. The children schedule is **EPSDT rate** – Early Periodic Screening Diagnosis and treatment. The adult schedule is listed as **Allowed Fee**. Both schedules are available on the MDS web site. The children reimbursement rates are more favorable than the adults. Early and Periodic Screening, Diagnosis and Treatment Services as described in federal law at 42 U.S.C. §1396d(a)(4)(b) and (r) and 42 CFR 441.50. In Massachusetts, EPSDT-eligible members are in MassHealth Standard or MassHealth CommonHealth categories of assistance, and are under age 21.*

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- *Dr. Fisher and Dr. Shea provided testimony on January 6, 2009 to the Division of Health Care Finance and Policy which has proposed an increase to the EPSDT program. As a result of the Society's testimony and the support of other organizations and individuals who supported increases, higher fees went into effect on February 5 and were retroactively applied to claims from January 1, 2009. The new fees applies a 7.57% increase to the rates for the following most frequently purchased preventative, restorative and palliative EPSDT services:*
  - *D1351 Sealants per tooth (age 5-21)*
  - *D8670 Periodic Ortho Treatment services/part of contract*
  - *D1120 Prophylaxis*
  - *D1203 Topical Application Fluoride*
  - *D0150 Comprehensive Oral Evaluation*
  - *D0120 Periodic Oral Examination*
  - *C1110 Prophylaxis*
  - *D7140 Extraction erupted tooth or exposed root*
  - *D2930 Prefabricated stainless steel crown- primary tooth*
  - *D0272 Bitewings 2 films*
  - *D0220 Intraoral-Periapical-First film*
  - *D0230 Intraoral-periapical each bitewings*
  - *D0330 Panoramic Film*
  - *D9110 Palliative treatment of dental pain (emergency)*
  - *D7240 Removal of impacted tooth – completely Bony*
  - *D2393 and D2394 increase by 5.5%\**
  - *D2391 and D2392 increase by 13%\**
- All increases for EPSDT services were capped at **80% of the April 2008** median charge data that the Division received from Delta Dental of Massachusetts and existing rates exceeding that cap did not change. All remaining EPSDT codes increase .52%

Where do I find the fee schedule?

- *The fee schedules are available on the MDS web site. <http://www.massdental.org/masshealth>*

How do I know what is covered?

- *Refer to <http://www.massdental.org/masshealth>*

What happens if a MassHealth patient does not show up for his/her appointment? Can I bill them?

- *You cannot bill a MassHealth patient for a "no-show" even if you have this policy with your private patients.*

Can I send a dismissal letter to a patient who does not show for appointments?

- *Yes, you can send a dismissal letter to a patient who does not show for an appointment providing it is your standard policy to send dismissal letters to 'no shows'. You cannot treat MassHealth Patients differently than your other patients.*

## **Enrollment Questions**

What is the credentialing process?

- *Instead of a 30-plus-page application requiring Internal Revenue Service documents, W-2s, and other documents, the application has been reduced to 12 pages plus instructions. Not only is the application shorter, it is clearer and easier to complete.*

How long is it going to take to get enrolled in MassHealth?

- *The CEO of Dental Service of Massachusetts (Delta Dental), the company that owns Doral Dental, assured the Society that the application/credentialing process would now take only 25 days as opposed to the 3–6 months it previously took.*