

## FAQ: MassHealth Provider Enrollment

### **What is the contract requirement with MassHealth?**

Federal regulations (42 CFR § 438.602) now require all Managed Care Entity (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 Senior Whole Health and (2) a provider contract with MassHealth. MassHealth has developed the [MassHealth Nonbilling Managed Care Entity \(MCE\) Network-Only Provider Contract](#) specifically for this purpose. For more information, visit [www.medicaid.gov](http://www.medicaid.gov).

### **How do I know if I need to sign a MassHealth provider contract?**

MassHealth and Senior Whole Health have been working together to determine which network providers do not currently have a MassHealth provider contract. Senior Whole Health will mail notices to providers who have not signed yet 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). If you have received this notice, it's important to complete the contract with MassHealth within 30 days.

### **How do I go about completing the MassHealth provider contract?**

You can access MassHealth NonBilling 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 fields on the form and sign in pen before submitting the completed form. Upon completing the form, scan it (or take a picture of it) and submit it here: [www.mass.gov/forms/submit-the-masshealth-nonbilling-managed-care-entity-network-only-provider-contract](http://www.mass.gov/forms/submit-the-masshealth-nonbilling-managed-care-entity-network-only-provider-contract). You must hit the Submit Form button after uploading the contract to ensure it is sent to the correct email address.

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

Nonbilling providers may provide services to MassHealth members but shall not submit claims to or receive payments from MassHealth. As a Senior Whole Health provider with a MassHealth Nonbilling MCE Network-Only Provider Contract, you may provide services to Senior Whole Health members, but you would not submit claims to or be paid by MassHealth. You will continue to submit claims to Senior Whole Health for reimbursement.

### **Does this contract require me to provide services to MassHealth's fee-for-service members?**

No, the MassHealth MCE Nonbilling Network Only contract does not require providers to render services to MassHealth fee-for-service 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, please visit [www.mass.gov/service-details/masshealth-provider-regulations](http://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](mailto:providersupport@mahealth.net). In addition, please notify Senior Whole Health of your decision to enroll as a fully participating MassHealth provider.

**What is the deadline for enrolling with MassHealth?**

Under federal law, Senior Whole Health may only hold a network provider contract with a provider for 120 days while that provider completes their enrollment with MassHealth. Senior Whole Health must terminate a network provider either immediately after MassHealth notifies Senior Whole Health 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.

**What happens if I do not sign a provider contract with MassHealth?**

MCE network providers who do not sign a contract with MassHealth will be terminated from the Senior Whole Health provider network.

**Who can I call with questions?**

Please contact Senior Whole Health at 855-838-7999, Monday through Friday, 8 a.m. to 5 p.m.