

## About this Document

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When focused on billing, coding, and reimbursement for HealthySteps-aligned services, have you ever needed a link that would take you directly to a website that has the key information you are looking for? Do you need to speak to a live person regarding a key reimbursement-related question? If so, this document can help and/or point you in the right direction to get your questions answered.

Below you will find website addresses/links, and telephone numbers that may assist you in locating helpful information about MassHealth (the Massachusetts Medicaid agency) regarding questions such as patient eligibility, provider billing manuals, and information on specialty programs the state offers.

## Massachusetts Medicaid Telephone Numbers

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In Massachusetts, Medicaid and the Children’s Health Insurance Program (CHIP) are combined into one program called MassHealth. MassHealth is a jointly funded state and federal health care program for low-income individuals of all ages.

Customer Service Center Telephone Number: (800) 841-2900

(Hours of operation: Monday – Friday, 8:00 a.m. – 5:00 p.m.)

For provider information, press #1. You will need to have your NPI (National Provider Identifier) number, PIDS (Provider ID & Service Location), and/or Tax ID Numbers available. Here you can ask questions about:

- Enrollment
- Claims
- Eligibility

For member services, press #2.

## Helpful Website Links and Access to MassHealth Provider Billing Manuals

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The following links will provide useful information regarding specific data related to the Massachusetts' 1115 Demonstration Waiver Extension, MassHealth's new Primary Care Sub-Capitation program, Massachusetts' DC:0-5 Crosswalk, provider manuals, and e-consults.

- MassHealth's Newly Approved 1115 Demonstration Waiver Extension Fact Sheet: <https://www.mass.gov/doc/1115-waiver-extensionfact-sheet/download>
- Preventive Behavioral Health Services for Members Younger than 21: <https://www.mass.gov/doc/managed-care-entity-bulletin-65-preventive-behavioral-health-services-for-members-younger-than-21-0/download>
- Provider-to-Provider E-Consults: <https://www.mass.gov/doc/all-provider-bulletin-364-provider-to-provider-e-consults-0/download>
- Updates to Developmental and Behavioral Health Screening Tools and Codes in Pediatric Primary Care: <https://www.mass.gov/doc/all-provider-bulletin-348-updates-to-developmental-and-behavioral-health-screening-tools-and-codes-in-pediatric-primary-care-0/download>
- Community Health Centers and the MassHealth Accountable Care Organization (ACO) Primary Care Sub-Capitation Program December, 2022: <https://www.mass.gov/doc/community-health-centers-and-the-masshealth-aco-primary-care-sub-capitation-program-0/download>
- MassHealth Primary Care Sub-Capitation Program Summary for WellSense ACOs: <https://www.wellsense.org/hubfs/Provider/MA/Documents%20and%20Forms/Training%20and%20Support%20Resources/PC%20Cap%20Provider%20Facing%20Summary.pdf?hsLang=en>
- Mass General Brigham Health Plan Primary Care Sub-Capitation Resource Guide: <https://resources.massgeneralbrighamhealthplan.org/providers/Primary%20Care%20Sub-Capitation%20Resource%20Guide.pdf>
- ACOs Request for Responses & File Attachments – COMMBUYS Operational Services Division: <https://www.commbuys.com/bs0/external/bidDetail.sdo?docId=BD-22-1039-EHS01-ASHWA-71410&external=true&parentUrl=close> (Note: Not a direct link. Please, select and download "ACO RFR Attachment G, Pricing Supplement." The zip file will contain four options, please open "ACO RFR Attachment G1, Pricing Supplement – Primary Care Sub-Capitation Codeset").

- MassHealth References. Review of the included code and specialty lists to view the eligibility of zero payments as defined by MassHealth:  
<https://www.wellsense.org/hubfs/Provider/MA/Documents%20and%20Forms/Training%20and%20Support%20Resources/PC%20Cap%20Provider%20Facing%20Summary.pdf?hsLang=en#page=4>
- Massachusetts' DC:0-5 Crosswalk: <https://massaimh.org/wp-content/uploads/2022/06/DC05-Crosswalk-FINAL.pdf>
- Annual Mental Health Wellness Exams: <https://www.mass.gov/info-details/annual-mental-health-wellness-exams>
- Roadmap for Behavioral Health Reform: <https://www.mass.gov/roadmap-for-behavioral-health-reform>
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Services and Preventive Pediatric Healthcare Screening and Diagnosis (PPHSD) Services:  
<https://www.mass.gov/doc/appendix-w-epsdt-services-medical-and-dental-protocols-and-periodicity-schedules/download>
- MassHealth Provider Manual (Early Intervention Services): <https://www.mass.gov/lists/early-intervention-program-manual-for-masshealth-providers>
- MassHealth Provider Manual (Physicians): <https://www.mass.gov/doc/physician-regulations-0/download>
- MassHealth Provider Manual (Independent Nurses): <https://www.mass.gov/doc/independent-nurse-regulations/download>
- MassHealth Provider Manual (Licensed Independent Clinical Social Workers):  
<https://www.mass.gov/doc/licensed-independent-clinical-social-worker-services-regulations-effective-january-1-2023-2/download>
- MassHealth Provider Manual (Psychologists): <https://www.mass.gov/doc/psychologist-services-regulations-effective-january-1-2023/download>
- MassHealth Provider Manual (Community Health Center):  
<https://www.mass.gov/doc/community-health-center-regulations/download>

# The American Academy of Pediatrics

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## Periodicity Schedule

Bright Futures, led by the American Academy of Pediatrics (AAP), is a national health promotion and prevention initiative program. The Bright Futures guidelines provide evidence-driven guidance for all preventive care screenings and health supervision visits. The Bright Futures Periodicity Schedule, also referred to as the periodicity table, lists recommended pediatric services such as screening requirements, and it is recognized by Healthy Connections and adopted as the standard of care in the state.



The AAP's Bright Futures 2023 Periodicity schedule:

<https://www.aap.org/en/practice-management/bright-futures/bright-futures-materials-and-tools/bright-futures-guidelines-and-pocket-guide/>.

Once in the page, click onto the hyperlink labeled, **“Bright Futures/AAP Periodicity Schedule.”**

The following resource link contains a comprehensive listing of codes that align with Bright Futures.

Coding for Pediatric Preventive Care, American Academy of Pediatrics, Bright Futures, 2022

<https://downloads.aap.org/AAP/PDF/Coding%20Preventive%20Care.pdf>

## Coding Hotline

Have a coding question? The AAP has a [coding hotline](#) available to members. In most cases, you will receive a response within the same day unless your inquiry requires additional research.

[Submit your Coding Hotline Inquiry](#)

Note: If you need to send additional supplemental information, it can be attached to your email.

This information must be patient de-identified as required under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). If you do not remove all patient identifiers (e.g., patient name, DOB, account number, member ID, etc.), your document(s) will be shredded upon receipt.