

# Health Safety Net Updates

Massachusetts Health Care Training Forum  
January 2015



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# Agenda

- Operations Updates
  - Systems Maintenance
  - INET Updates
  - Referred Eligibility
  
- ACA Reminders
  - ConnectorCare Gap Eligibility
  - HSN Partial



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# HSN Operations Updates – IT Separation

- Many IT applications are used jointly by CHIA and by the HSN.
  - Contact management system used to keep track of provider information and relationships.
  - Provider web portal (INET) used to exchange data with providers, including remittance reports and dental claims submission.
- Work is underway to separate HSN applications from CHIA IT infrastructure.



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# HSN Operations Updates – IT Separation

- Systems Maintenance
  - Major systems maintenance related to the HSN's separation from CHIA is planned to occur the weekend of January 17.
  - As a result, there may be a disruption in service that could affect access to INET, processing of claims, and Help Desk responsiveness.
- INET Separation
  - INET has been separated into two portals, one for HSN and one for CHIA.
  - New INET URLs:
    - HSN INET URL: <https://dhcfdpinet.hcf.state.ma.us/>
    - CHIA INET URL: <https://inet.chia.state.ma.us/>



# HSN Operations Updates – HSN INET Login Page

Center for Health Information and Analysis (formerly Division of Health Care Finance & Policy)

## INET Login for Registered Users

This is a subscription site and requires registration with the Center for Health Information and Analysis prior to using this site.

Routine maintenance is scheduled between 5:00AM to 8:00AM daily. This site may be unavailable and/or delays may occur during these hours.

Enter your User ID

Enter your Password

643FX38 Enter the code shown:

**CONTINUE**

[If you are not a registered user of this site, you can find out how to register with the Center for Health Information and Analysis by clicking here](#)

[To go to the Center for Health Information and Analysis' public web site, click here](#)

If you have problems logging on, please call the Center for Health Information and Analysis' Help Desk at **1-800-609-7232**.

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# HSN Operations Updates – HSN INET

- HSN INET will be the portal for all HSN-related activity
  - Accessing remits
  - Accessing validation reports
  - Submitting dental claims
  - Special Circumstances Application
  - Referred Eligibility
  - Bad Debt Evidence Collection
- New HSN-INET users must complete an INET User Agreement Form and submit it to the HSN for approval
- HSN-INET information, including the User Agreement Form, can be found on the HSN website ([www.mass.gov/healthsafetynet](http://www.mass.gov/healthsafetynet)) under “For Providers”



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# HSN Operations Updates – HSN INET Billing Intermediaries

- Providers who use a billing intermediary must have the intermediary sign a Business Partner Agreement
  - The Business Partner Agreement form is also available on the HSN website
- The billing intermediary must agree to download HSN validation/denial reports, in addition to their MMIS reports, on behalf of the provider. If providers have any issues or questions regarding these reports, they should contact their billing intermediary directly.



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# HSN Operations Updates – Referred Eligibility

- Missing/Invalid Data Reports
  - Initial Missing/Invalid Data Reports were sent to providers for corrections via secure email on December 10, 2014. If providers have not sent in their corrections, the same errors may show up again in the next Data Reports.
  - HSN is anticipating that by February 2015, the “HSN Referred Eligibility Data Missing” reports will be posted to INET once per month so that providers may update any errors and send back to HSN Helpdesk via email.
  - Once corrections are received, HSN will work with MMIS to obtain an MMIS ID. This information will then be posted onto your Referred Eligibility Reports in INET.
  - For ERBD patients with a non-U.S. address, providers must use the facility address
  - Blank, invalid, or “unknown” values are not acceptable entries for:
    - First name or last name
    - Street address
    - City or State
    - Zip code
    - SSN
    - Gender





# HSN ACA Reminders – Gap Eligibility

- ConnectorCare and QHP enrollment data and HSN gap eligibility information are not currently available in EVS.
  - Until this information is available, applicants who are eligible for the HSN in addition to a Connector plan will show up in the Eligibility Verification System (EVS) as eligible only for the HSN.

The screenshot displays the 'Eligibility' tab of the EVS interface. It features a 'Dates of Eligibility' section with a table showing a date range of 12/23/2014 to 12/23/2014 and an eligibility status of 'HEALTH SAFETY NET'. Below this, there is a section for 'Eligibility Restrictive Messages' with three messages regarding copays and hospital services. At the bottom, there is a section for 'Member Payment Responsibility Detail' with columns for 'Patient Paid Amount' and 'Patient Paid Amount Type'.

Date Range	Eligibility Status
12/23/2014 12/23/2014	HEALTH SAFETY NET

The information below refers to the HEALTH SAFETY NET coverage for 12/23/2014 to 12/23/2014.

**Eligibility Restrictive Messages**

Restrictive Messages

- 915 / 647 HSN MEDICAL AND PHARMACY COPAYS MAY BE APPLICABLE
- 1236 / 648 HSN PHARMACY COPAYS MAY BE APPLICABLE
- 633 / 633 HSN IS FOR CERTAIN HOSPITAL AND CHC SERVICES ONLY. MEMBER IS NOT ELIGIBLE FOR MASSHEALTH. CALL 1-877-910-2100.

**Member Payment Responsibility Detail**

Patient Paid Amount	Patient Paid Amount Type
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- Providers should make every effort to confirm whether the patient is enrolled in a Connector plan before billing the Health Safety Net.



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# HSN ACA Reminders – HSN Partial Deductible

- The HSN Partial deductible is equal to 40% of the difference between the lowest MAGI income in the applicant's Premium Billing Family Group (PBFGB) and 200% of the FPL. If any member of the PBFGB has an FPL below 200%, there is no deductible for any member of the PBFGB.
- There may be situations in which an individual with HSN Partial does not have a deductible.
- If a deductible does not display in EVS for a patient eligible for HSN Partial, providers can conclude the patient does not have a deductible.
- When billing the HSN, providers can indicate that the patient's deductible has been met.



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# Health Safety Net Updates

Questions?

