

90-Day Waiver Procedures for HSN

Providers must submit the claim portion of their 90-day waiver request first.

One of the following delay reason codes must be used in Loop 2300 CLM20 when submitting 90-day waiver requests:

- 1 - Proof of Eligibility Unknown or Unavailable
- 4 - Delay in Certifying Provider
- 8 - Delay in Eligibility Determination

If your claim requires a 90-day waiver for reasons other than 1 or 4, please use delay reason code 8 and explain the reason for the delay.

Once submitted, these requests will appear in a suspended status on the remittance advice with Edit 818 (Special Handling 90-day waiver). Use the assigned ICN appearing on the suspended claim on the remittance advice on all supporting documentation for the 90 day waiver request. A revised 90-day waiver request form is available for downloading at <http://www.mass.gov/eohhs/docs/masshealth/provider-services/forms/90-dwr.pdf>. The form and supporting documentation must be scanned and emailed to: EHSNSN@state.ma.us.

Providers will have 45 days from the ICN date on the suspended claim to email the supporting documentation. Failure to submit the supporting documentation within 45 days will result in the denial of the waiver request. 90-day waiver decisions will be reflected when your claims appear processed on a subsequent remittance advice.

For questions, please contact MassHealth Customer Service at providersupport@masshealth.net or call 800-841-2900.