



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Office of Long Term Services and Supports
One Ashburton Place, 5th Floor
Boston, Massachusetts 02108



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www.mass.gov/eohhs

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RE: MassHealth DME Prior Authorization and DME Bulletin 21 (October 2018)

Dear Ms. Pulos, Ms. Lorenz, Ms. Landry, Ms. Uimenkova, and Ms. Ganz:

This is in response to your letter of February 8, 2019, in which you shared your concern that prior authorization (PA) determinations for Durable Medical Equipment and Supplies (DME) were being handled in a manner inconsistent with the agency's policy clarification issued in DME Bulletin 21, of October 2018. DME Bulletin 21 clarifies the agency's position concerning the role of Medicare Local Coverage Determinations (LCDs) in MassHealth's PA process. You specifically expressed concern that the Bulletin was not effectively communicated to MassHealth's agent, Optum, and various other health plans. In reviewing the concerns you highlighted, we acknowledge greater clarification and communication was needed

EOHHS thanks you for sharing your concerns and has undertaken the following steps.

- 1) Training—you requested that the agency engage in additional training for Optum staff involved with PA determinations. Additional training has been performed with Optum management, prior authorization reviewers and appeal representatives. The training focused on regulation 130 CMR 409.417 and DME Bulletin 21's clarification regarding the use of Medicare LCDs in PA determinations, and emphasized that, ultimately, MassHealth's general medical necessity definition at 130 CMR 450.204 applies.



- 2) Communication with MassHealth managed care entities—You requested that additional communication be provided to the Managed Care Organizations, Accountable Care Partnership Plans, SCO's and One Care Plans. EOHHS is in the process of outreaching to MassHealth managed care entities regarding the general requirement that MCEs cover services in an amount, duration, and scope that is no less than the amount, duration, and scope of the MassHealth fee for service program.
- 3) Review of PA determinations – You requested that EOHHS review DME PA decisions issued since October 2018, with an eye toward identifying PA decisions that may have relied on a Medicare LCD in a manner inconsistent with DME Bulletin 21. EOHHS is in the process of such a review and will follow-up as appropriate.
- 4) Home Health Aide services—You requested follow-up on Home Health Aide services, and Whitney Moyer, Acting Chief, OLTSS has reached out to you to set up a time to discuss progress on this issue.

We appreciate your willingness to bring matters to our attention, especially as it relates to ensuring services and consistent supports. EOHHS values your feedback and remains committed to serving MassHealth members' in partnership with stakeholders.

Sincerely,



Whitney Moyer
Acting Chief, MassHealth Office of Long Term Services and Supports
Executive Office of Health and Human Services