



BRIEF

Bi-monthly newsletter to keep you connected

MassHealth changes and resources, MMS Virtual CME program, Point32 prior authorization reminder



Changes for certain MassHealth members will begin starting in October. To stay up to date, MassHealth has sent the following communication:

Check out [Mass.gov/MassHealthMemberChanges](https://www.mass.gov/MassHealthMemberChanges), the MassHealth webpage designed to help members and those who work with members stay up to date on the federal changes coming to Medicaid.

The webpage will be kept current and includes:

- Relevant information on the federal government's new work and education requirements, as well as more frequent renewals;
- **NEW: A [screener](#) to help individuals determine if work and education requirements apply to them;**
- Details on where members can get help over the phone, online, or in their community; and,
- **NEW: A [communications toolkit](#) with flyers, posters, and social media graphics in multiple languages for partners to help spread the word!**

Webinars for stakeholders and partners

Join MassHealth for a webinar covering the latest information on these changes and how we are supporting members and partners. Learn about which MassHealth members will be impacted, the timeline for notifying affected members, and MassHealth's statewide strategy to support members and partners through these new processes.

MassHealth will be hosting two webinars with the same content:

- **Webinar #1: MassHealth Implementation of Federal Policy Changes for Stakeholders & Partners**
 - Tuesday, 8/25 at 12pm
 - [Register here](#)
- **Webinar #2: MassHealth Implementation of Federal Policy Changes for Stakeholders & Partners**
 - Thursday, 9/10 at 2pm
 - [Register here](#)

The Massachusetts Medical Society (MMS) is offering *Business Essentials for Health Care Professionals*, a new 10-week virtual CME program starting **Sept. 9**. Designed for busy physicians, this program can help participants influence decisions, reduce workforce friction, and lead with confidence. [Click here for details and to register.](#)



Reminder! Point 32 Health Prior Authorization Alert: Providers Incorrectly Flagged as Out of Network

Point32Health has reported instances where providers are being incorrectly identified as **out of network** when submitting prior authorization requests, despite being contracted and participating with the health plan. These issues appear to be related to system mismatches or missing provider identifiers within the **Evolut/RadMD**

portal. This is an issue affecting certain providers whose **NPI** or **TIN** is not properly reflected within the Evolut/RadMD system. As a result, affected providers may be unable to submit prior authorization requests electronically.

The issue has been escalated to BILHPN for resolution. However, providers should not delay authorization requests while the system issue is being addressed. Please send any occurrences of this issue to **Leslie Levine** via pllcadministration@bidmc.harvard.edu to address directly with the plan.

Reminder: If you have an upcoming publication, presentation, award, or honor that you'd like to let us know about, please reach out to us at PLLCAdministration@bidmc.harvard.edu

Please reach out to me if you have any questions or concerns. I can be reached via email at PLLCAdministration@bidmc.harvard.edu or leave me a message at (617) 632-9728 and I will get back to you.

Deb Schoenthaler, Executive Director

