

Dear MassHealth Provider,

MassHealth Business Support Services is hosting topic specific webinar trainings to assist the provider community in navigating through the MassHealth systems, and available resources. We regularly monitor our Learning Management System (LMS) and call center activity to identify training needs. This month we are offering two interactive webinar training opportunities where you will be guided through the procedures described below and have an opportunity to ask questions.

August 18, 2022, at 1:00pm

POSC Eligibility Verification and Coverage Types

This session is designed to give you an overview of the MassHealth Eligibility Verification System within the Provider Online Service Center, and the different coverage types that are provided by MassHealth.

You will learn:

- How to check member eligibility using the Provider Online Service Center
- What information you will need in order to check member eligibility
- What information providers may see when checking member eligibility
- The difference in coverages for MassHealth benefit plans

To register in advance for this webinar, click this link:

https://zoom.us/webinar/register/WN_wTOD874pTS6Vp_lwtFSWpg

August 23rd, 2022, at 1:00pm

Remittance Advice Review and Common Claim Edits

This session reviews the MassHealth Standard Remittance Advice/Electronic Remittance Advice and the information it contains to assist with claim correction and account reconciliation.

You will learn:

- What is the MassHealth Standard Remittance Advice vs Electronic Remittance Advice
- How to locate Information in a MassHealth Standard Remittance Advice such as: denied, paid, adjusted, and suspended claims
- Difference between Explanation of Benefits (EOB) Code VS Claim Adjustment Reason Codes(CARC)

To Register in advance for this webinar, click this link:

https://zoom.us/webinar/register/WN_op9Dc0bCT5CerctuHttShw

Also remember to visit the [MassHealth Provider LMS](#) for training on additional topics such as Correcting a Professional Claim on the Provider Online Service Center (POSC) or Entering a Professional COB claim on the POSC.

If you have questions regarding registration for these courses, please call the customer service center at 1-800-841-2900 or e-mail us at providersupport@mahealth.net

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