

WHICH FORMS SHOULD I COMPLETE?

- MassHealth Trading Partner Agreement (Page 2-4)
 - o **MUST have handwritten signature. Please submit this form first.**
- Medicaid Massachusetts EDI Agreement Letter (Page 5)
 - o **MUST be printed on provider/organization letterhead**

WHERE SHOULD I SEND THE FORM(S)?

- MassHealth Trading Partner Agreement
 - o Please scan your signed form and email to EDI@MAHealth.net
- Medicaid Massachusetts EDI Agreement Letter
 - o Scan your signed and form with the company letterhead and email it to payerenrollment@officeally.com
 - **Email Subject Line:** Medicaid Massachusetts EDI Enrollment_NPI (*Insert your NPI*)
 - **Email Body:**
Please find my attached EDI Agreement Letter and complete my 837 Claims Enrollment.

WHAT IS THE TURNAROUND TIME?

- Standard Processing Time is 30 days.

HOW DO I CHECK STATUS?

- MassHealth Trading Partner Agreement
 - o Medicaid Massachusetts will send an automated email back to you with an EDI ticket number. Within the turnaround time you should receive a notification your form has been processed. For status checks of this form respond to your original Payer submission with the ticket number asking for an update.
- Medicaid Massachusetts EDI Agreement Letter
 - o Office Ally will email you a confirmation when the enrollment has been submitted to the payer and once we receive approval from the payer to begin submitting claims electronically. If the enrollment receives a rejection from the Payer, we will notify you within the standard turnaround time frame.
 - o If you have not received a status update within the allotted turnaround time frame, please reply to your original case number email received.



Trading Partner Agreement

Commonwealth of Massachusetts
Executive Office of Health and Human Services
www.mass.gov/masshealth

This Trading Partner Agreement (“Agreement”) is made as of _____, 20____, between the Executive Office of Health and Human Services (“MassHealth”) and

_____ (“Trading Partner”)
Legal Name of Trading Partner (please print) *Provider No., if applicable*

The Trading Partner intends to conduct electronic Transactions with MassHealth. For this purpose, MassHealth will grant the Trading Partner access to the Virtual Gateway (VG) and the MassHealth Medicaid Information System (MMIS) and to Protected Health Information (PHI, including e-PHI) stored therein.

Both parties acknowledge and agree that they will maintain the privacy and security of data held by or exchanged between them. Each party agrees to take all steps reasonably necessary to ensure that all electronic Transactions between them conform to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), inclusive of the Privacy Rule (45 C.F.R. Part 164, Subpart E), Security Rule (45 C.F.R. Part 164, Subpart C), and other regulations promulgated thereunder.

Without limiting the generality of the preceding sentence, the parties agree as follows:

1. When used in this Agreement:
 - “Trading Partner” shall mean the entity named above entering into this agreement. A Trading Partner may be a MassHealth Provider, an Authorized Billing Vendor, or other entities authorized by MassHealth.
 - “Authorized Billing Vendor” shall mean a Business Associate of a MassHealth Provider, including Health Care Clearinghouse, billing agent, or billing intermediary, that (1) transmits electronic Transactions on behalf of such provider, (2) meets MassHealth testing requirements, and (3) signs this Agreement.
 - The following terms shall have the same definitions given in HIPAA: Business Associate, Covered Entity, Health Care Clearinghouse, Protected Health Information, Marketing, Security Incident, Trading Partner Agreement, Transaction, and Workforce.
2. Each party shall take reasonable care to ensure that the information submitted in each electronic Transaction is timely, complete, accurate, and secure. Transactions submitted to MassHealth must represent services delivered or to be imminently delivered by a provider to MassHealth members only.
3. The Trading Partner agrees to use, access, or disclose only the minimum amount of information necessary to accomplish its activities under this Agreement. Any use or disclosure of PHI not authorized by this Agreement and the HIPAA Privacy and Security Rules, such as data mining and Marketing, is strictly prohibited.
4. Each party shall implement reasonable safeguards to (a) limit access to any PHI to those with a legitimate need for the information; (b) prevent unauthorized access to any systems or information; (c) protect against any reasonably anticipated threats or hazards to the security of MMIS or VG ; and (d) protect against any reasonably anticipated uses or disclosures of PHI that are not permitted or required.
5. Each party is responsible for all costs, charges, or fees it may incur by transmitting electronic Transactions to, or receiving electronic Transactions from, the other party.

6. Each electronic Transaction submitted to MassHealth must conform to the X12 Implementation Guide, MassHealth HIPAA Companion Guide, and any other MassHealth Specifications Addendum applicable to the Transaction. MassHealth may modify the Specifications Addendum and the Companion Guide at any time without amendment to this Agreement, but the Trading Partner will not be required to implement such modifications sooner than 60 days after publication of the modified Specifications Addendum or Companion Guide, unless a shorter compliance period is necessary to conform to applicable state or federal law or regulation. Only the last-issued Specifications Addendum of each type will be effective as of the date specified in the Specifications Addendum. MassHealth may reject any Transaction that does not conform to the applicable Specifications Addendum and the Companion Guide.
7. Before initiating any Transaction and thereafter throughout the term of this Agreement, the Trading Partner shall cooperate with MassHealth and MassHealth's Business Associates in the testing of the Transaction, data exchange method, and processing systems used in connection with MassHealth as MassHealth deems appropriate to ensure the accuracy, timeliness, completeness, and security of each data transmission.
8. Each party is solely responsible for the preservation, privacy, and security of data in its possession, including data in Transactions received from the other party and other persons. If either party receives from the other data not intended for it, the receiving party shall immediately notify the sender to arrange for its return, re-transmission, or destruction, as the other party directs.
9. Termination or expiration of this Agreement or any other contract between the parties does not relieve either party of its obligations under this Agreement and under federal and state laws and regulations pertaining to the privacy and security of PHI or its obligations regarding the confidentiality of proprietary information.
10. The Trading Partner certifies that it is a Covered Entity, or a Business Associate acting on behalf of a Covered Entity, that transmits and exchanges PHI in electronic form in connection with Transactions covered by 45 CFR Parts 160, 162, and 164. The Trading Partner will access MassHealth member PHI through VG and MMIS only to support the treatment or payment activities of a Covered Entity delivering services to MassHealth members. If the Trading Partner is an Authorized Billing Vendor, it shall not access VG and MMIS except at the direction of a MassHealth Provider providing services to MassHealth members.
11. The Trading Partner shall adhere to the VG Terms and Conditions. Consistent with the VG Terms and Conditions, the Trading Partner must notify MassHealth of any Security Incident that may impact the electronic exchange of information between the Trading Partner and MassHealth within 24 hours upon becoming aware of such an incident. MassHealth may revoke the Trading Partner's access to MMIS and VG if the Trading Partner violates any VG Terms and Conditions or the terms of this Agreement.
12. The Trading Partner may authorize, and MassHealth shall permit, one or more Workforce members to electronically transmit Transactions on its behalf. Every such Workforce member must be under the direct control of the Trading Partner and bound by the terms of this Agreement. The Trading Partner shall be bound by and responsible for the acts and omissions of all such persons accessing VG and MMIS and shall ensure that only authorized Workforce members have access to VG and MMIS. The Trading Partner shall promptly modify the permissible access of any Workforce Member when required, such as when a Workforce member's employment status or job duties change.
13. MassHealth shall assign each Trading Partner a User ID and password to manage access to their information within MMIS. The Trading Partner is solely responsible for the use of this User ID and password, and they may not be shared. The Trading Partner will have the authority to create and assign Unique User IDs and passwords to the Trading Partner's authorized Workforce. These Unique User IDs and passwords must not be shared with any other Workforce members. The use of common IDs (e.g., front desk) is prohibited.
14. The Trading Partner shall maintain, and make available to MassHealth upon request, a current and accurate list of Workforce members, and the Workforce members of its Authorized Billing Vendors that the Trading Partner has granted access to the VG and MMIS to perform functions on its behalf.

In addition, if the Trading Partner is an Authorized Billing Vendor, it shall maintain a current and accurate list of all MassHealth providers on behalf of whom they transmit Transactions in MMIS. It shall promptly notify MassHealth of any changes to such list of providers and shall submit such list to MassHealth annually and upon request by MassHealth.

If the Trading Partner is a MassHealth Provider and is selecting an Authorized Billing Vendor to transmit electronic Transactions on its behalf, it shall notify MassHealth by submitting a request to MassHealth. Providers may switch Authorized Billing Vendors at any time but must inform MassHealth and must maintain, and submit to MassHealth upon request, a current and accurate list of Authorized Billing Vendors accessing MMIS on its behalf. The use of an Authorized Billing Vendor will not relieve the Trading Partner of any risks or obligations assumed by it under this or any other agreement with MassHealth, or under applicable law and regulations. The Trading Partner shall bear all costs resulting from its use an Authorized Billing Vendors.

15. This Agreement will take effect and be binding on the Trading Partner and MassHealth when signed by the Trading Partner and received by MassHealth. In case of conflict between this Agreement and any prior contracts between the parties, including prior versions of this Agreement, this Agreement will prevail.

Legal Name of Trading Partner

Trading Partner Authorized Signature.

The form can either be signed traditionally and then scanned, or it can be signed electronically using DocuSign or Adobe Sign. For electronic signatures, the signer can upload a picture of their wet signature. The typed text of a signature is not an acceptable form of an electronic signature.

Printed Name of Signer

Date

Telephone Number

Email



**MASSACHUSETTS MEDICAID
EDI AGREEMENT LETTER**

(must be printed on Provider/Group letterhead)

Date:

Provider/Group Information

Provider/Group Name:

Mailing Address:

City:

State:

Zip:

Provider Identifier Information

Tax ID (TIN)/Employee Identification Number (EIN)*:

National Provider Identifier (NPI)*:

MassHealth Provider ID/ Service Location (PIDSL)*:

Provider Contact Information

Contact Name:

Contact Telephone Number:

Contact Email Address:

Authorized Signing Authority:

I hereby authorize Office Ally to submit claims on my behalf for the provider listed above.

Signing Authority Name:

Title:

Authorized Signer Written Signature: _____