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Claims filing timelines extended

April 14, 2020

This article is for all medical providers

To support your ability to submit timely claims during the stay-at-home period in Massachusetts, we have extended the filing limit for initial claim submissions.

For dates of service between March 1, 2020 and May 31, 2020, you'll have 150 days from the date of service or the date of discharge (for inpatient stays) to submit your claims for HMO/POS, Medicare Advantage, and PPO members.

We'll resume our usual 90-day timely filing limit for dates of service or dates of discharge on and after June 1, 2020.

There is no change to the timely filing guidelines for Indemnity claims.

Questions

If you have questions, please contact Provider Service at:

1-800-882-2060 (Physicians)

1-800-451-8123 (Hospitals)

1-800-451-8124 (Ancillary Providers)

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