

MassHealth Quick Reference Guide
EVS Codes and Restrictive Messages for Managed Care Health Plans - Effective March 1, 2018

This guide lists the Eligibility Verification System (EVS) system-generated message numbers, their corresponding unique message numbers, and their respective restrictive message text for MassHealth managed care health plans effective March 1, 2018. Providers accessing EVS through the Provider Online Service Center (POSC) to verify a patient's eligibility before providing medical services will receive one or more of the following restrictive messages effective March 1, 2018.

Note: This reference guide is available online on the MassHealth Provider PCDI Resources page (URL: <https://www.mass.gov/lists/provider-pcdi-resources>). For a complete list of active EVS codes and messages, providers should refer to Appendix Y of the MassHealth All Provider Manual (URL: <https://www.mass.gov/guides/masshealth-provider-manual-appendices>). MassHealth updates Appendix Y as needed.

Accountable Care Partnership Plans		
BeHealthy Partnership		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1573	688	BeHealthy Partnership member. BeHealthy Partnership is an Accountable Care Partnership Plan.
1574	689	For medical service questions call 1-800-786-9999.
1575	690	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.
1576	691	For claims, policy, or billing questions, call 1-800-786-9999.
Berkshire Fallon Health Collaborative		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1577	692	Berkshire Fallon Health Collaborative member. Berkshire Fallon Health Collaborative is an Accountable Care Partnership Plan.
1578	693	For medical service questions call 1-855-203-4660
1579	694	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-877-7184.
1580	695	For claims, policy, or billing questions, call 1-855-203-4660.
BMC HealthNet Plan Community Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1581	696	BMC HealthNet Plan Community Alliance member. BMC HealthNet Plan Community Alliance is an Accountable Care Partnership Plan.
1582	697	For medical service questions call 1-888-566-0010.
1583	698	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1584	699	For claims, policy, or billing questions, call 1-888-566-0010.
BMC HealthNet Plan Mercy Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1585	700	BMC HealthNet Plan Mercy Alliance member. BMC HealthNet Plan Mercy Alliance is an Accountable Care Partnership Plan.
1586	701	For medical service questions call 1-888-566-0010.
1587	702	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1588	703	For claims, policy, or billing questions, call 1-888-566-0010.

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Accountable Care Partnership Plans		
BMC HealthNet Plan Signature Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1589	704	BMC HealthNet Plan Signature Alliance member. BMC HealthNet Plan Signature Alliance is an Accountable Care Partnership Plan.
1590	705	For medical service questions call 1-888-566-0010.
1591	706	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1592	707	For claims, policy, or billing questions, call 1-888-566-0010.
BMC HealthNet Plan Southcoast Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1593	708	BMC HealthNet Plan Southcoast Alliance member. BMC HealthNet Plan Southcoast Alliance is an Accountable Care Partnership Plan.
1594	709	For medical service questions call 1-888-566-0010.
1595	710	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1596	711	For claims, policy, or billing questions, call 1-888-566-0010.
Fallon 365 Care		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1597	712	Fallon 365 Care member. Fallon 365 Care is an Accountable Care Partnership Plan.
1598	713	For medical service questions call 1-855-508-3390.
1599	714	For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7182.
1600	715	For claims, policy, or billing questions, call 1-855-508-3390.
My Care Family		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1601	716	My Care Family member. My Care Family is an Accountable Care Partnership Plan.
1602	717	For medical service questions call 1-800-462-5449.
1603	718	For behavioral health service questions and authorizations, call Beacon Health Options at 1-800-414-2820.
1604	719	For claims, policy, or billing questions, call 1-800-462-5449.
Tufts Health Together with Atrius Health		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1605	720	Tufts Health Together with Atrius Health member. Tufts Health Together with Atrius Health is an Accountable Care Partnership Plan.
1606	721	For medical service questions call 1-888-257-1985.
1607	722	For behavioral health service questions and authorizations, call Tufts Health Together with Atrius Health at 1-888-257-1985.
1608	723	For claims, policy, or billing questions, call 1-888-257-1985.

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Tufts Health Together with BIDCO		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1609	724	Tufts Health Together with BIDCO member. Tufts Health Together with BIDCO is an Accountable Care Partnership Plan.
1610	725	For medical service questions call 1-888-257-1985.
1611	726	For behavioral health service questions and authorizations, call Tufts Health Together with BIDCO at 1-888-257-1985.
1612	727	For claims, policy, or billing questions, call 1-888-257-1985.
Tufts Health Together with Boston Children's ACO		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1613	728	Tufts Health Together with Boston Children's ACO member. Tufts Health Together with Boston Children's ACO is an Accountable Care Partnership Plan.
1614	729	For medical service questions call 1-888-257-1985.
1615	730	For behavioral health service questions and authorizations, call Tufts Health Together with Boston Children's ACO at 1-888-257-1985.
1616	731	For claims, policy, or billing questions, call 1-888-257-1985.
Tufts Health Together with CHA		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1618	732	Tufts Health Together with CHA member. Tufts Health Together with CHA is an Accountable Care Partnership Plan.
1619	733	For medical service questions call 1-888-257-1985.
1620	734	For behavioral health service questions and authorizations, call Tufts Health Together with CHA at 1-888-257-1985.
1621	735	For claims, policy, or billing questions, call 1-888-257-1985.
Wellforce Care Plan		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1622	736	Wellforce Care Plan member. Wellforce Care Plan is an Accountable Care Partnership Plan.
1623	737	For medical service questions call 1-855-508-4715.
1624	738	For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7183.
1625	739	For claims, policy, or billing questions, call 1-855-508-4715.

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Primary Care ACO Plans		
Community Care Cooperative (C3)		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
687	687	COMMUNITY CARE COOPERATIVE MEMBER. COMMUNITY CARE COOPERATIVE IS A PRIMARY CARE ACO. CALL PCC ABOVE FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J).
1626	740	Community Care Cooperative (C3) member. Community Care Cooperative is a Primary Care ACO.
1627	741	For medical service questions call, 1-866-676-9226.
1628	742	For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.
76	525	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.
Partners HealthCare Choice		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
686	686	PARTNERS HEALTHCARE CHOICE MEMBER. PARTNERS HEALTHCARE CHOICE IS A PRIMARY CARE ACO. CALL THE PCC ABOVE FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J).
1629	743	Partners HealthCare Choice member. Partners HealthCare Choice is a Primary Care ACO.
1630	744	For medical service questions call, 1-800-231-2722.
1631	745	For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.
76	525	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.
Steward Health Choice		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
685	685	STEWARD HEALTH CHOICE MEMBER. STEWARD HEALTH CHOICE IS A PRIMARY CARE ACO. CALL THE PCC ABOVE FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J).
1632	746	Steward Health Choice member. Steward Health Choice is a Primary Care ACO.
1633	747	For medical service questions call, 1-855-860-4949.
1634	748	For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.
76	525	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.

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Primary Care Clinician (PCC) Plan		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
461	461	PRIMARY CARE CLINICIAN (PCC) PLAN MEMBER. CALL PCC FOR AUTHORIZATION FOR ALL SERVICES EXCEPT THOSE LISTED IN 130 CMR 450.118(J).
461	461	For behavioral health service questions and authorization, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.

MCO Plans		
BMC HealthNet Plan		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1059	618	BMC HealthNet Plan member. BMC HealthNet Plan is an MCO.
747	021	For medical services call 1-888-566-0010. For behavioral health service questions and authorizations call Beacon Health Strategies at 1-888-217-3501.
Tufts Health Together		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text
1138	616	Tufts Health Together member. Tufts Health Together is an MCO.
1146	056	For medical services call 1-888-257-1985. For behavioral health service questions and authorizations call Tufts Health Together at 1-888-257-1985.