



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
600 Washington Street  
Boston, MA 02111  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



**MassHealth**  
**All Provider Bulletin 150**  
**December 2005**

**TO:** All Providers Participating in MassHealth  
**FROM:** Beth Waldman, Medicaid Director *BW*  
**RE:** Redesigned MassHealth Card

**New Look for  
MassHealth Card**

This month, MassHealth began issuing a redesigned MassHealth card to new cardholders and to existing cardholders whose circumstances required the issuance of a new card. MassHealth is **not** replacing the MassHealth cards of cardholders whose current cards are valid. A sample of this new card appears below.



**Carry this MassHealth card at all times.**

**This card is for identification purposes only. It does not guarantee eligibility.**

Cardholder: For questions call: **1-800-841-2900**  
(TTY: 1-800-497-4648 for people with partial or total hearing loss)

Providers: Bill all other insurers first.

To verify eligibility and restrictions, call: **1-800-554-0042**  
or go to [www.massrevs.eds.com](http://www.massrevs.eds.com)

Provider HelpDesk: **1-800-462-7738**

Provider questions on card status: **1-800-833-7582**

Please note that due to the low usage of the magnetic strip on the back of the card for the MassHealth Point-of-Services (POS) devices, the strip has been removed. You will continue to have the option to manually

*(continued on back)*

***New Look for  
MassHealth Card  
(cont.)***

enter the MassHealth card number, member identification number or name, date of birth, and gender to verify eligibility on the MassHealth POS device.

Many members will continue to present a valid MassHealth card with the previous design. Both types of cards are valid. The magnetic strip on the previous versions of the MassHealth card will continue to function for the POS devices, as long as the MassHealth card is valid.

Although the new card looks different, the information on the card is the same as the previous design.

---

***Always Check REVS***

A MassHealth card is for identification purposes only. It is not a guarantee of eligibility. To verify eligibility, restrictions, coverage type, and other insurance information, you must use the Recipient Eligibility Verification System (REVS) on the date you provide the service.

In addition to the POS device to verify eligibility, there are other faster and more detailed REVS access methods available. These access methods include WebREVS ([www.massrevs.eds.com](http://www.massrevs.eds.com)) and REVSpc software. For questions about these access methods, call the REVS HelpDesk at 1-800-462-7738.

---

***Questions***

If you have any questions about the information in this bulletin please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.

---