



Dear Members,

MassHealth has announced that starting December 1, 2025, all Group Adult Foster Care (GAFC) Prior Authorization requests must be submitted through the LTSS Provider Portal.

MassHealth has shared a training deck and self-paced learning modules to help providers prepare.

Key reminders include:

- Make sure any staff involved in authorizations have access to the LTSS Provider Portal.
- Use the updated Primary Care Provider Order Form for members who will need Prior Authorization on or after December 1.
- Review the LTSS Learning Center resources, which include modules on prior authorizations, claims, and related processes.

If you need help setting up users, accessing the learning materials, or understanding the requirements, the LTSS Provider Service Center is available at 1-844-368-5184 or [support@masshealthtss.com](mailto:support@masshealthtss.com). Please see the original GAFC message below.



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### **Group Adult Foster Care Prior Authorization (PA) Readiness**

Dear MassHealth Group Adult Foster Care Providers,  
Thank you for joining the recent training to learn more about the new Group Adult Foster Care (GAFC) Prior Authorization (PA) submittal process. As a reminder beginning **December 1, 2025**, GAFC Providers will be required to submit PA requests via the [LTSS Provider Portal](#).

[Attached](#) please find the training deck that was reviewed during the training sessions. For a full, self-paced training on GAFC PA, please access the LTSS Learning Center.

#### **General Reminders to prepare for December 1<sup>st</sup>:**

- Be sure all staff who need to access the LTSS Provider Portal have been set up.
- Start using the [Primary Care Provider \(PCP\) Order Form](#) for members who will have PAs submitted on the 1<sup>st</sup> or after.
- Review self-paced learning modules covering PA, claims and more; all available within the MassHealth LTSS Learning Center.

If you have questions regarding user set up, GAFC PA implementation or how to access training and resources, please contact the LTSS Provider Service Center at (844) 368-5184 or [support@masshealthtss.com](mailto:support@masshealthtss.com) for assistance.

Thank you,  
MassHealth LTSS Provider Support  
[Submit an online inquiry](#)  
Email: [support@masshealthtss.com](mailto:support@masshealthtss.com)  
Phone: 1-844-368-5184

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If you have any questions, please contact us at [Mass-ALA@mass-ala.org](mailto:Mass-ALA@mass-ala.org). This update is solely for general informational purposes. It is not intended to replace a full review of the cited regulations or guidance.

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