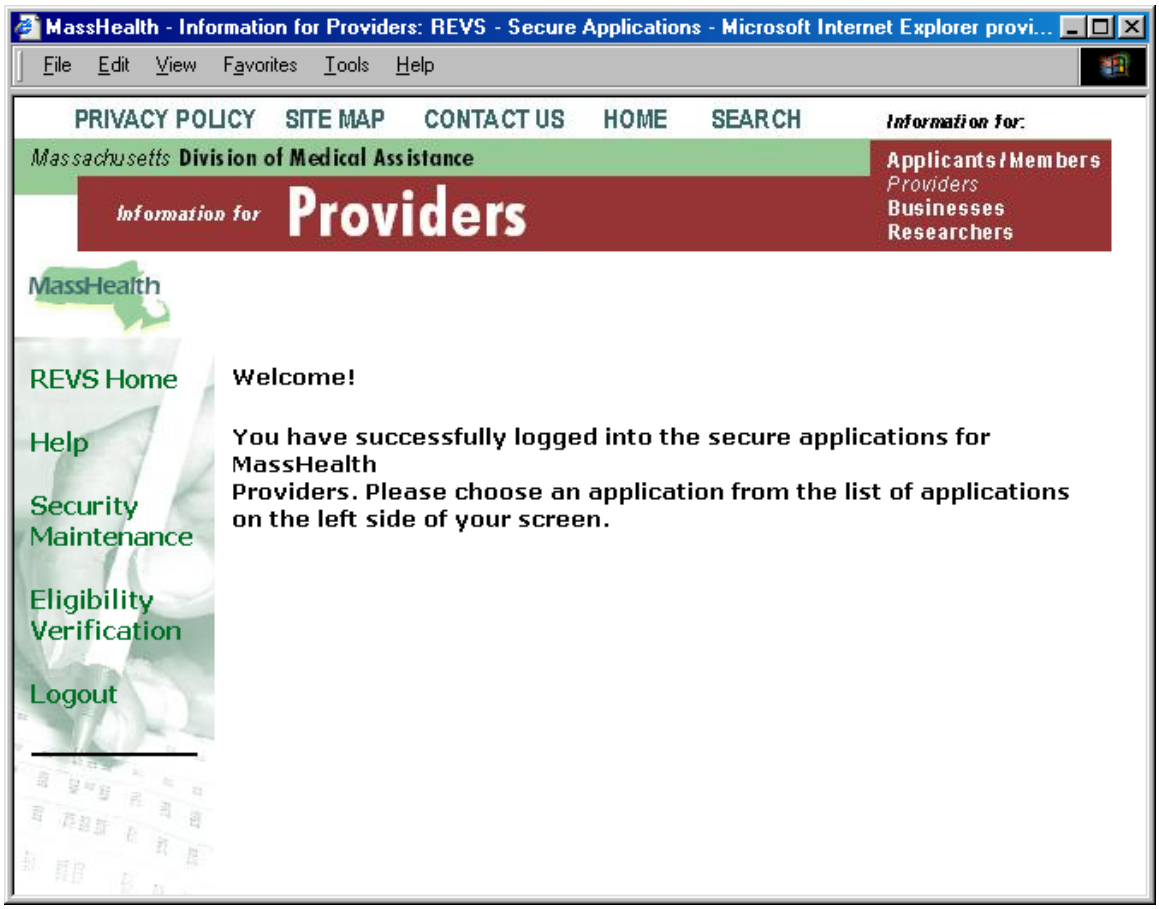
WebREVS User Guide



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Getting Started

Welcome to the MassHealth WebREVS.

MassHealth WebREVS is an Internet access method to the MassHealth Recipient Eligibility Verification System (REVS). MassHealth WebREVS allows you to emulate a standard Point-of-Service (POS) device using a personal computer (PC) and Internet connection. MassHealth WebREVS is user friendly and enables you to perform single eligibility inquiries similar to using a POS device.

When using MassHealth WebREVS you will have on-line access to our information system, 24 hours a day, 7 days a week.

Introduction

MassHealth WebREVS enables providers to verify MassHealth member eligibility, Primary Care Clinician (PCC), managed care information, third party liability information, and to receive more information than by other access methods can provide.

The MassHealth WebREVS package has been developed by EDS and is offered at no cost to MassHealth providers. The site allows the provider to submit eligibility inquiries 24-hours a day, seven days a week, except during normally scheduled system maintenance and data refreshes (approximately between the hours of 3AM and 6AM on Sunday and for 45 minutes during the early AM each weekday.

EDS may occasionally update or enhance the MassHealth WebREVS. When this occurs, you will be notified on the Welcome Screen when enhancements will be implemented. Information about enhancements will be available in the Help Section.

If you have any technical or administrative questions about this site and/or MassHealth REVS, please contact **EDS Provider Services Unit** at **1-800-462-7738**.

Basic Skills

Using Your Mouse

Use a mouse the same way as you would in any other application. That is, move the mouse cursor to the position on the screen where you want to work or select an option. Click the left mouse button once to position your cursor at that location or to select an option. To click on a feature, press the left mouse button twice quickly. The right mouse button will allow you to cut/copy/paste the same as the menu or toolbar options. To use the right mouse button, position the cursor on a data entry field then click and hold the right mouse button. This will cause a list of options to appear next to the field. Drag the arrow down the list until the desired option is highlighted and release the mouse button to activate that option.

Using Your Keyboard

If you wish to navigate the screens using your keyboard, the following is a list of the keys you can use.

To Do This	**Press These Keys**
Go to the next field	Tab
Go to the previous field	Shift + Tab
Move backward within a field	Left Arrow
Scroll up through a list	Up Arrow
Scroll down through a list	Down Arrow

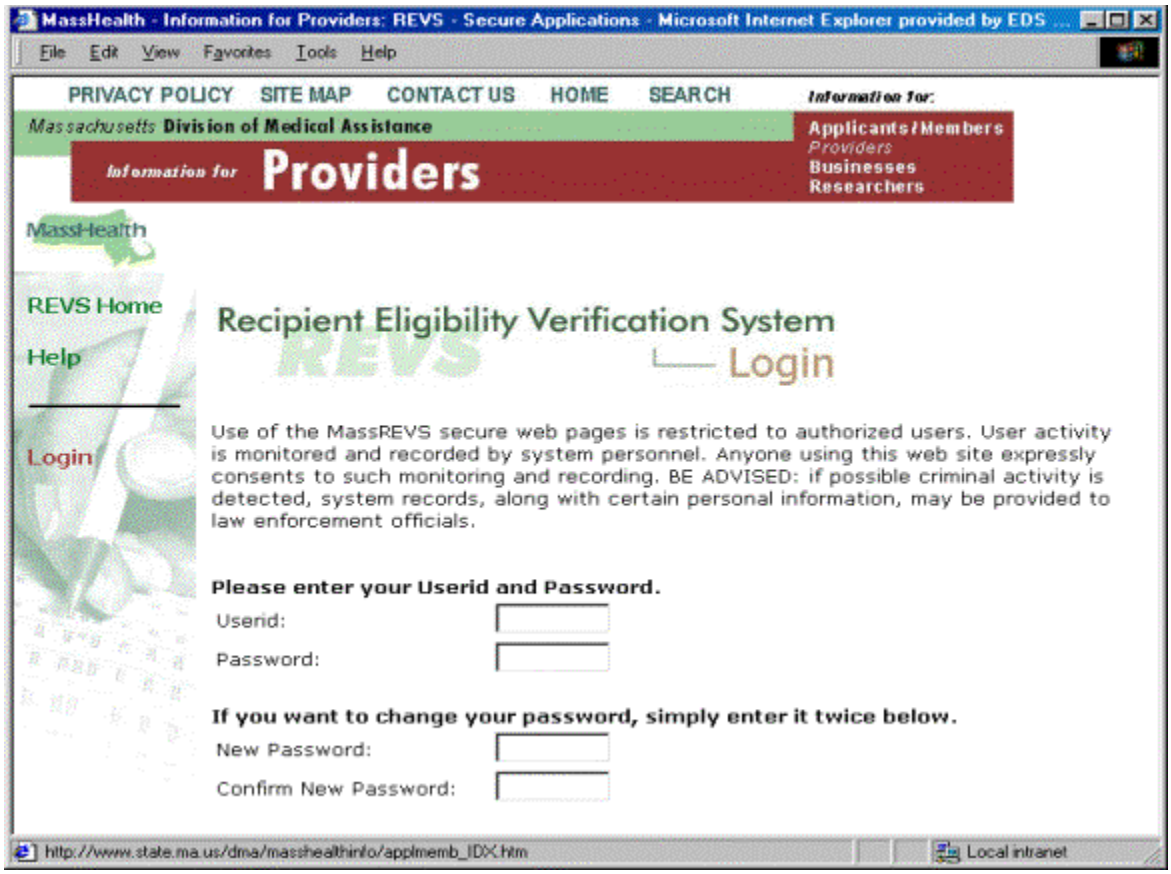
Screens

MassHealth WebREVS uses frames to navigate the application. The frame options change depending on your access to the individual functions. A hyperlink is an Internet address or document location that you can click on, to get to that document or address. An example is www.massrevs.eds.com in the following paragraph. Use the hyperlinks by clicking on them with your mouse.

Login

The screen below is what you will see when you go to www.massrevs.eds.com. Enter the User ID and password provided to you in the appropriate fields. Click the Login button on the left side of your screen to proceed. You will be prompted to change your password if this is the first time you are logging on, or if it has been 31 days or longer since the last time you changed your password.

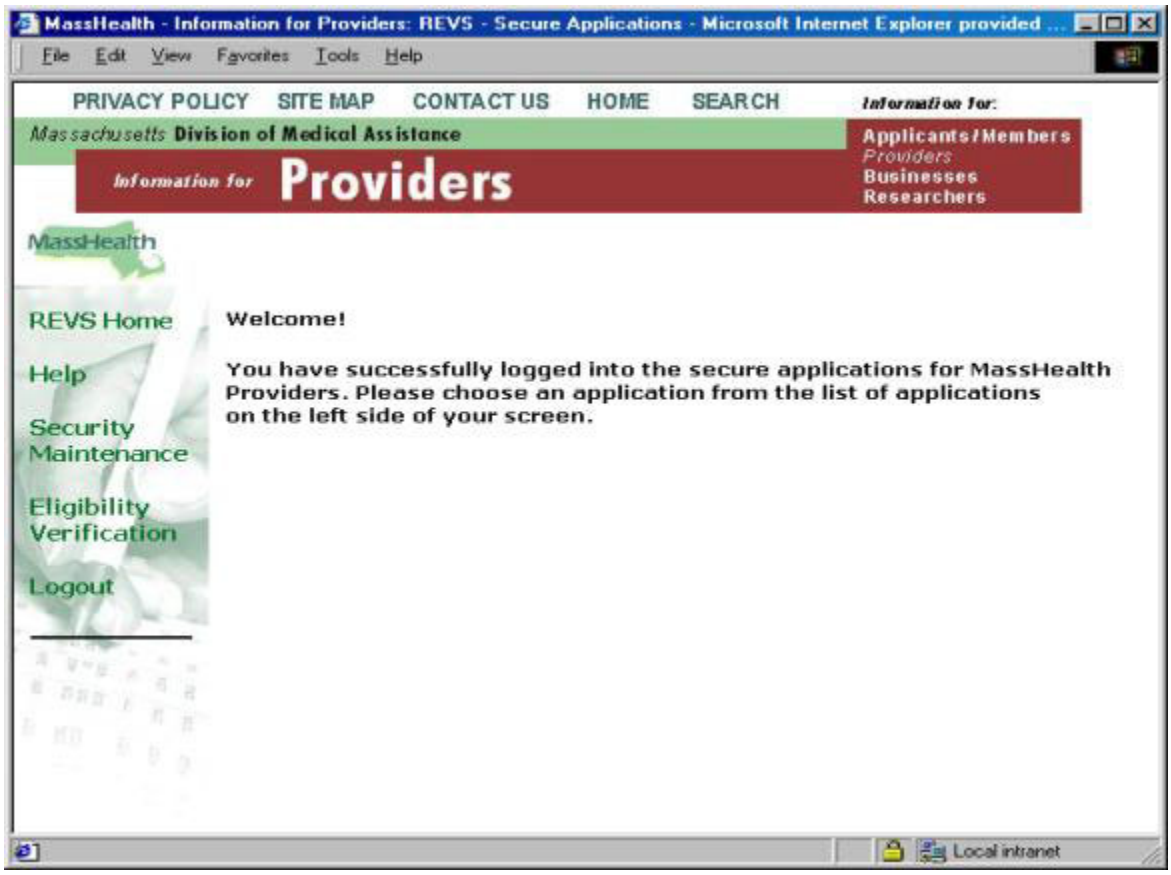
NOTE: Be sure to take seriously these warnings about guarding against use by unauthorized persons. Keep your password to yourself.



Applications List Options

The frame on the left side of the window will be referred to as the applications list.

This Option…	Does This…
REVS Home	Sends you to the REVS information site
Help	Opens the online Help document with detailed instructions
Security Maintenance	Adds/deletes users, links users, and resets passwords
Eligibility Verification	Performs eligibility inquiries
Logout	Logs you out of WebREVS



Applications

WebREVS provides the user with a choice of applications. The primary application is the Eligibility Verification application where MassHealth members' eligibility can be queried. The second application is the Security Maintenance application. This application allows providers, using the Supervisor ID, to create/delete subordinate IDs, link existing users, and reset subordinate passwords.

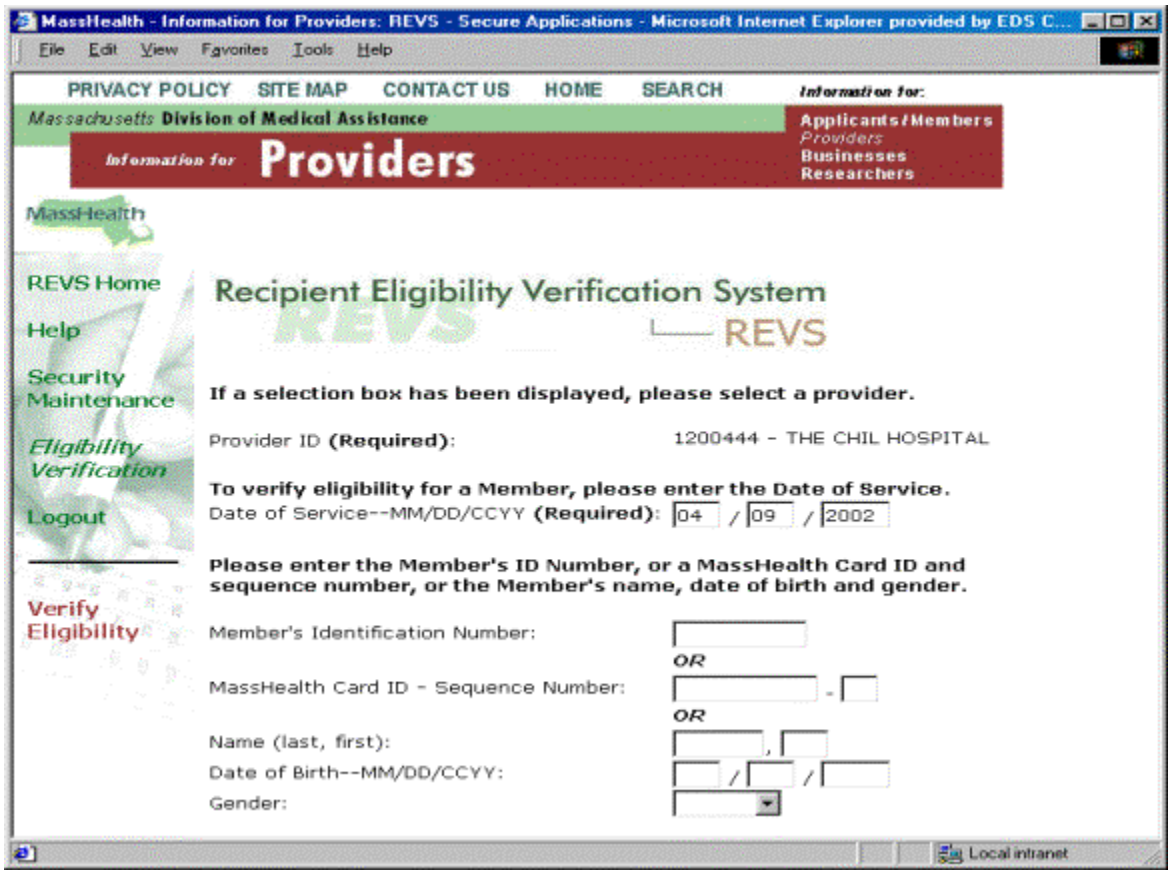
Eligibility Verification

This application enables you to inquire about MassHealth members' eligibility information.

Eligibility Inquiry

The MassHealth WebREVS program provides access to MassHealth's eligibility files for verification of eligibility. For each inquiry completed, click the Verify Eligibility link and the information will be sent to our data center to verify the member's eligibility. After the response information is received the user may click the Check Another link, or press the print button on their browser to create a hard copy of the member's eligibility information.

Eligibility Verification allows an inquiry to be made using a member's identification (RID) number, card number and sequence number, or member name (last name and first initial, gender, and date of birth). If any of the fields in these three sections contain data, the others will be disabled.



Eligibility Inquiry Fields

Date of Service:	This field defaults to today's date. Enter the date of service, if the date is not today's, enter the date the services were performed. (Hint: This date is in MM/DD/CCYY format. This field is auto-filled with today's date, if you need a different date, you must change it prior to submitting your inquiry.) (Note: REVS only carries information for the last 180 calendar days. If the date of service inquired about is more than this number of days in the past, you will receive an error message.)

If checking by Member's Identification (RID) Number:

Member's Identification (RID) Number:	Enter the first 9-digits of the member's identification number. (Hint: This number is normally the member's Social Security Number. When looking at the MassHealth card, it is the number that appears beside the member's name, it is not the larger number at the top. Other valid numbers would be IDs beginning with X, ZZ, 889, 900, 910, or 985. Numbers that end in 'A' are not valid RID numbers. Look for the member's name on the card again for a valid number.)

OR

If checking by Card Number:

Card number:	Enter the member's 10-digit MassHealth card number. (Hint: This number is the larger number on the member's card. It is NOT the number beside the member's name. This number is always numeric.)
Sequence Number:	Enter the one-digit number assigned to the member on the MassHealth card. (Hint: This number is always 1, 2, 3, or 4. This is the number to the left of the member's name as it appears on the MassHealth card.)

OR

If checking by Member Name:

Last Name:	Enter the first five characters of the member's last name. (Hint: This field may contain apostrophes, dashes, parentheses, or numbers. Some names may be stored differently on the system than the member's name appears. For example, the last name, St Louis, may be stored as last name St, first initial L. This is a system limitation. You will find this occurring regardless of what method you use to access REVS.)
First Initial:	Enter the first initial of the member's first name.
Gender:	Enter the member's gender. (Hint: Sometimes, a member may appear on the system as a Female, when the member is a Male. The opposite is also possible. If you believe that the member is eligible you may wish to verify the name under each gender. The gender defaults to Female.)
Date of Birth:	Enter the member's date of birth. (Hint: This date is in MM/DD/CCYY format. This is the DOB that is on-file. It may be different than your records.)

Once data is entered for all the fields on the chosen inquiry method, click the Verify Eligibility link to begin the eligibility verification transaction.

Eligibility Response

The Eligibility Response provides detailed information about MassHealth members' coverage.

Eligibility Response Fields

Member's ID Number:	10-digit MassHealth RID Number (Hint: Normally this is SSN followed by a check digit. This 10-digit number will be the number used for billing.)
Name:	Member's full last name, full first name, and middle initial
Member's Address:	Address on-file for the member
MassHealth Card ID:	10-digit card number (always numeric) followed by the sequence number (either 1, 2, 3 or 4)
Social Security Number:	Member's SSN, if available
Date of Birth:	Date of Birth on-file for the member
Gender:	Gender on-file for the member
Date of Service:	Date for which the status of Eligibility was verified
Eligibility:	Member is either eligible or ineligible
Coverage Type:	MassHealth Coverage type, this indicates the services for which the member is eligible (refer to the link in the section "Other Info", or your provider manual)
Local Worker Office Number:	Office number where the member enrolled in MassHealth (refer to the link in the section "Other Info", or refer to your REVS manual)
PCC Phone Number:	Phone number for the member's PCC. Use this number to call for referrals
PCC Provider Name:	PCC's name
PCC Provider's Address:	Office address of the PCC
LTC Phone Number:	Phone number for the LTC facility
LTC Name:	Name of the LTC facility
LTC Provider's Address:	Address of the LTC facility
MCO Name:	Name of the MCO
MCO Number:	MassHealth identifier for the MCO
TPL Coverage Type:	On-file type of coverage the member has with the TPL
TPL Policy Number:	On-file policy number the member has with the TPL
TPL Carrier Number:	Identifier code for the TPL
TPL Carrier Name:	Name of the TPL
TPL Carrier Address:	Address of the TPL
Restrictive Messages:	A message containing any additional information that can be provided for the member

Print Response

After the eligibility inquiry has been submitted, the response to the inquiry displays pertinent information about the member's status within MassHealth.

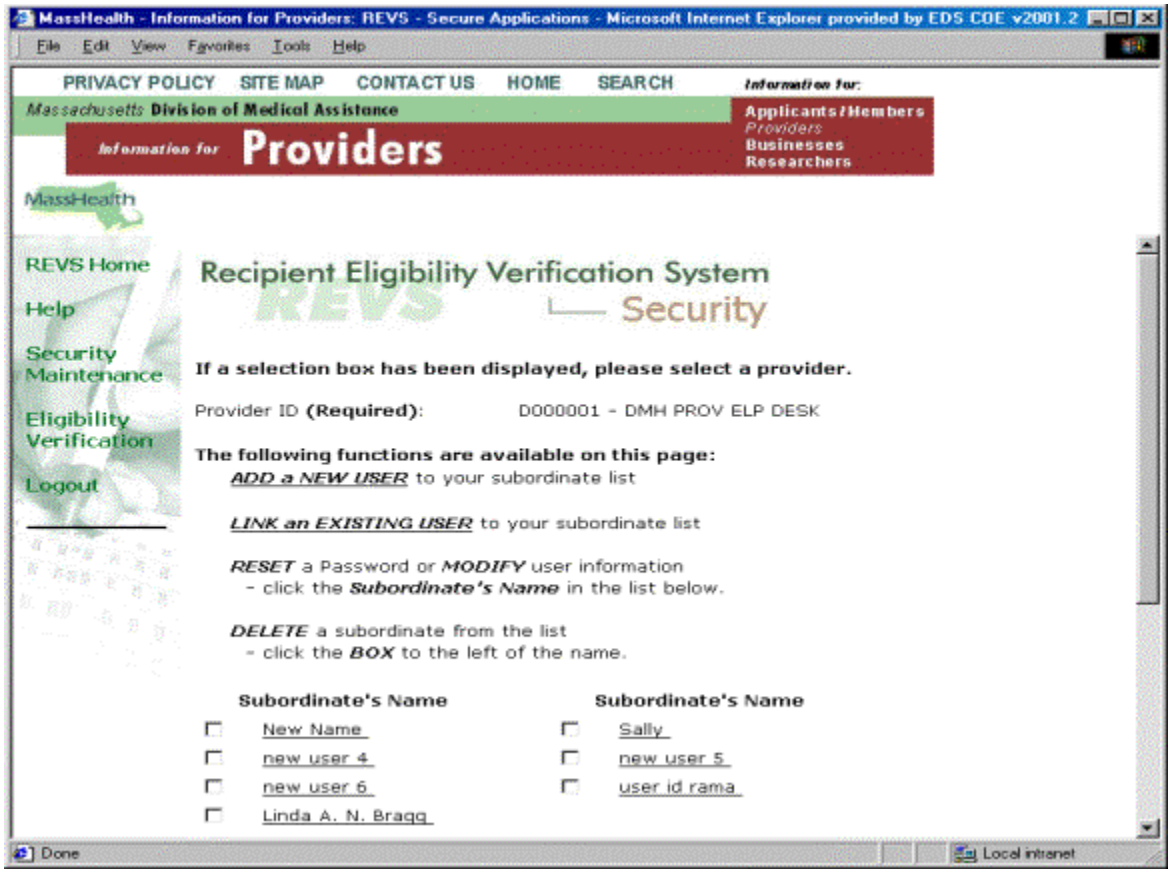
This screen displays the member's status and coverage type for the date of service verified, local worker office information, long-term-care information, primary care clinician information, managed care information, third party information, and any restrictive messages.

To print this response, press the print button on your Web browser. Also, you may click File and then Print. Additionally, you may right click your mouse and click Print.

If you experience difficulties printing, check your print settings. Make sure that in the Print frames section, of the Print window, the "As laid out on the screen" option is selected. You may also click in the frame with the response and press the Print button on your browser.

Security Maintenance

This application allows you to create new User IDs for members of your organization. This allows them to check MassHealth members' eligibility. You may also grant authorization to the Security Maintenance application. They will then have the ability to create/delete User IDs, link other User IDs to your provider number, and reset passwords. The screen below is the main screen you will see in the Security Maintenance application.



Features

The Security Maintenance application allows you to do various administrative tasks.

Add a New User

To add a new user, click the ADD a NEW USER link. This will open a form where you will enter information about the new user. The screen will appear as below.

You will need to enter:

User's Name:	This name will appear as a subordinate on your list
Social Security Number:	This will identify the user when the password is locked
User ID:	This is the ID the user will use to login
User Password:	This is the initial password you will create for the user
Confirm Password:	This will verify that the password was entered correctly

You will also need to select the applications for which you want the new user to be authorized. Click OK when all fields have been entered.

User ID Requirements: The User ID must not begin with a number and must be between 4 and 7 characters long. There must also be four unique alpha characters.

Password Requirements: The password must be at least 6 characters. There must be at least 4 unique characters. At least 1 character must be numeric. The password cannot be the same as the User ID. This initial password will expire when the user logs in for the first time. They will be required to change the password before proceeding further. The user created password will expire 91 days from its creation date.

MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet Explorer provided by EDS COE v2001.2

File Edit View Favorites Tools Help

PRIVACY POLICY SITE MAP CONTACT US HOME SEARCH

Information for: Applicants/Members Providers Businesses Researchers

Massachusetts Division of Medical Assistance

Information for Providers

MassHealth

REVS Home
Help
Security Maintenance
Eligibility Verification
Logout

Recipient Eligibility Verification System
REVS — Security

If a selection box has been displayed, please select a provider.

Provider ID (Required): D000001 - DMH PROV ELP DESK

The following functions are available on this page:

ADD a NEW USER to your subordinate list

LINK an EXISTING

RESET a Password
- click the Subor

DELETE a subordi
- click the BOX t

Subordinate's Na

New Name
new user 4
new user 6
Linda A. N. Brac

User's Name:
Social Security Number:
User ID:
User Password:
Confirm Password:

Submit Changes
Cancel

Choose the applications to be authorized for this user.
Clicking a box that is already checked, deletes authorization.

Security Maintenance Eligibility Verification

Done Local intranet

Link an Existing User

You have the option of linking users, who have previously been created under another provider, to your provider number. To do this, click the LINK an EXISTING USER link. A form will open and you will need to enter the information. The screen will appear as below.

Social Security Number:	The Social Security Number assigned to the User ID
User ID:	The User ID that was previously created by another provider

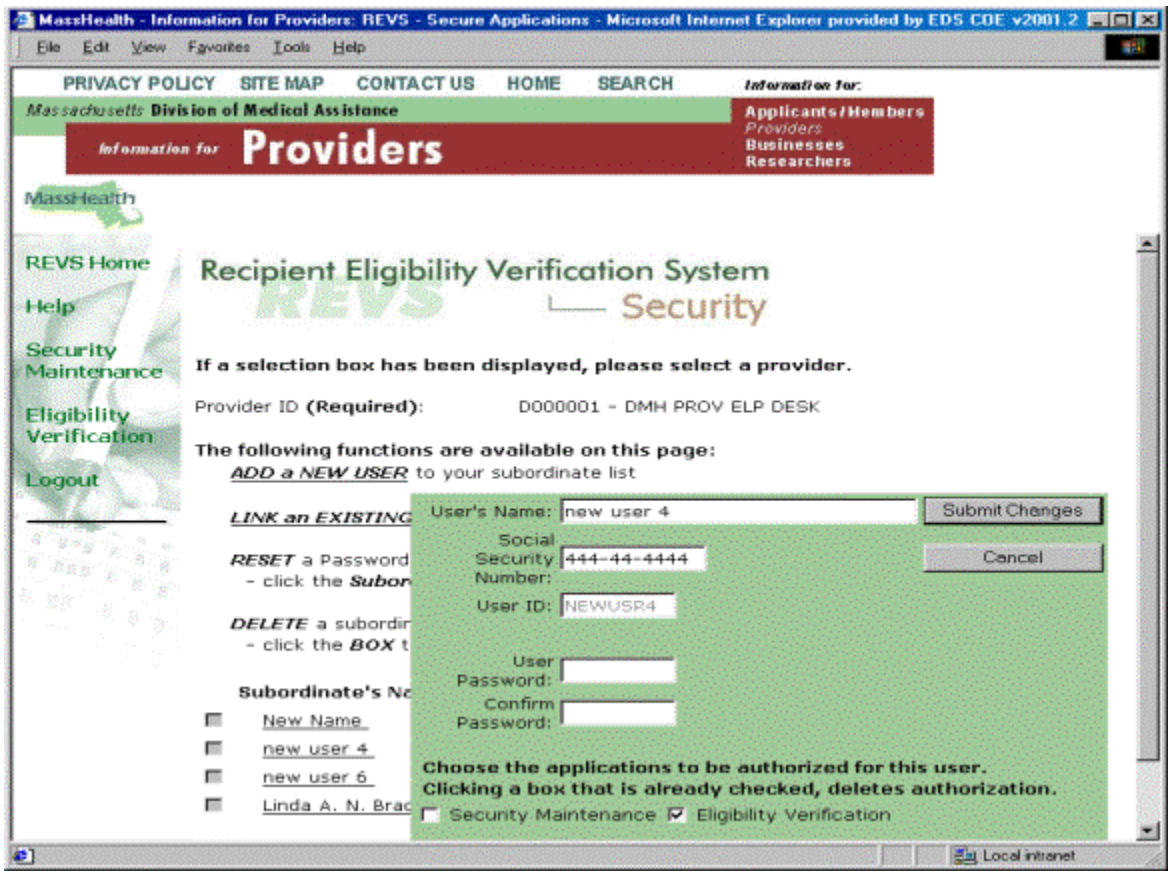
You will have to select the applications you wish to grant access for this user. Click Ok when all fields have been entered.

Reset Password or Modify a User

To reset a user's password, you must click on the user's name in your subordinate list. This will open a form where you will be able to update the user's password. The screen will appear as below.

User's Name:	This name can be updated
Social Security Number:	This number can be updated
User ID:	This ID cannot be changed; the user must be deleted and then re-added
User Password:	This is the reset password you will create for the user
Confirm Password:	This will verify that the password was entered correctly

You can also change the authorizations they have by selecting the applications at the bottom. Click OK when all fields have been updated.



Delete a Subordinate

To delete a subordinate from your list, click the check box to the left of the user's name. This will bring up a form that asks you to confirm that you want to delete the user and displays the user's properties. To finish the delete, click Confirm Delete. The window will appear as below.

Appendix A: Contact Information

Office Number	City	Address	Zip	Telephone
004	NORTH ADAMS	37 MAIN ST	01247	(413) 663-1100
020	HYANNIS	77 HIGH SCHOOL ROAD EXT	02601	(508) 862-6600
044	BROCKTON	75 COMMERCIAL STREET	02302	(508) 895-7000
097	FALL RIVER	1567 NORTH MAIN STREET	02720	(508) 646-6200
098	FALMOUTH	155 KATHY LEE BATES ROAD	02540	(508) 495-1400
099	FITCHBURG	473 MAIN STREET	01420	(978) 665-8700
102	FRAMINGHAM	110 MT. WAYLE AVENUE	01702	(508) 661-6600
116	GREENFIELD	1 ARCH PLACE, SUITE 2A	01301	(413) 772-3400
131	HAVERHILL	755 MAIN STREET	01830	(978) 469-7100
140	HOLYOKE	72-100 FRONT STREET	01041	(413) 552-5400
152	LAWRENCE	15 UNION STREET	01840	(508) 725-7100
163	LOWELL	131 DAVIDSON STREET	01852	(978) 446-2400
168	MALDEN	200 PLEASANT STREET	02148	(781) 388-7300
180	MILFORD	25 BIRCH STREET	01757	(508) 634-7100
204	NEW BEDFORD	160 W. RODNEY FRENCH BOULEVARD	02744	(508) 961-2000
217	NORTHAMPTON	15 STRAW AVENUE	01062	(413) 587-4500
239	PITTSFIELD	75 SOUTH CHURCH STREET	01201	(413) 236-2000
242	PLYMOUTH	61 INDUSTRIAL PARK ROAD	02360	(508) 732-3100
247	QUINCY	1 CLIVEDEN STREET	02169	(617) 847-4600
252	REVERE	300 OCEAN AVENUE	02151	(781) 286-7800
262	SALEM	35 CONGRESS STREET	01970	(978) 825-7300
278	SOMERVILLE	1 DAVIS SQUARE	02144	(617) 629-1400
282	SOUTHBRIDGE	79 NORTH STREET	01550	(508) 765-2400
285	SPRINGFIELD	310 STATE STREET	01105	(413) 858-1300
297	TAUNTON	21 SPRING STREET	02780	(508) 823-2571
314	WAREHAM	3088 CRANBERRY HIGHWAY	02558	(508) 291-4500
333	WESTFIELD	125 NORTH ELM STREET	01085	(413) 564-5100
343	SPRINGFIELD	95 LIBERTY STREET	01103	(413) 858-1000
352	WORCESTER	9 WALNUT STREET	01608	(508) 767-3100
410	EAST BOSTON	154 MAVERICK STREET	02128	(617) 567-6140
420	BOSTON	600 WASHINGTON STREET	02111	(617) 348-5600
425	BOSTON	1010 MASSACHUSETTS AVENUE	02118	(617) 989-2200
470	ROSLINDALE	970-980 AMERICAN LEGION HIGHWAY	02131	(617) 469-1500
490	DORCHESTER	90 WASHINGTON STREET	02121	(617) 989-6000

DMA Offices				
500	CHARLESTOWN	529 MAIN STREET, SUITE 1M3	02129	(800) 843-7114
510	TEWKSBURY	367 EAST STREET	01876	(978) 863-9200
520	SPRINGFIELD	333 BRIDGE STREET	01103	(413) 785-4100
550	REVERE	300 OCEAN AVENUE SUITE 4000	02151	(781) 485-2500
570	TAUNTON	21 SPRING STREET SUITE 4	02780	(508) 282-4600
580	BOSTON	600 WASHINGTON STREET	02111	(617) 210-5000
SSI Offices				
610	ROSLINDALE	970 AMERICAN LEGION HIGHWAY	02131	(800) 590-4820
620	SPRINGFIELD	310 STATE STREET	01105	(800) 441-4750
630	WORCESTER	9 WALNUT STREET	01608	(800) 715-5494
650	REVERE	300 OCEAN AVENUE	02151	(800) 522-4454
670	FALL RIVER	1567 NORTH MAIN STREET	02720	(800) 570-4792
Other Agencies				
AGO	BOSTON	1 ASHBURTON PLACE	02108	(617) 727-2200
ANF	BOSTON	STATE HOUSE	02133	(617) 727-2040
BSI	BOSTON	1 ASHBURTON PLACE	02108	(617) 727-6950
DET	BOSTON	19 STANIFORD STREET	02114	(617) 626-5400
DMH	BOSTON	25 STANIFORD STREET	02114	(617) 626-8000