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JUDYANN BIGBY, M.D.
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THOMAS R. DEHNER
Medicaid Director

May 8, 2009

Dear MassHealth Provider,

I am pleased to announce that we are fast approaching the implementation of NewMMIS and the Provider Online Service Center (POSC). This much anticipated state-of-the-art system will become a reality on May 26, offering you a host of real-time self-service options that will transform the way you do business with MassHealth. Developing the new system has been quite an undertaking, and while we hope for a smooth transition, we are planning for those inevitable challenges that come with an implementation of this magnitude. Our help desks are ramping up and, of course, the project team and MassHealth staff will be working around the clock to deal with any problems that arise from now until well after implementation.

While we will surely ask for your patience in the first few months as we adjust to the new system and address problems that arise, I am confident in our decision to implement NewMMIS and the POSC now.

While we here at MassHealth are doing all that we can to prepare, I need our partners in the provider community to apply a similar level of effort. In my letter to you dated March 9, I focused on the importance of completing readiness activities and I cannot stress enough how important it is that you are prepared for the May 26th implementation. In February, we mailed letters to all our providers with information about how to register for access to the POSC. More than 8,000 providers have already registered. ***If you have not registered for your POSC ID, please do so today.*** The MassHealth NewMMIS Web page (www.mass.gov/masshealth/newmmis) contains detailed information about how to register, includes the dates and locations of upcoming training sessions, provides you with the opportunity to take online training (e-Learning) courses, and has a complete library of all provider bulletins, billing guides, and other documents pertaining to NewMMIS and the POSC. This page will be updated regularly with new information and I urge you to access this one-stop resource.

As we move toward the NewMMIS and POSC implementation, you should be aware of important implementation events in May that will affect you. A few key dates are noted below. I encourage you to read All Provider Bulletin 187 for additional details.

- **May 1st** is the last day MassHealth accepted paper claims submitted on proprietary claim forms. Starting on May 4th, you will need to use industry-standard claim forms as outlined in our training materials and provider documentation.
- **May 8th** is the last day that MassHealth will accept prior-authorization (PA) requests through APAS. PA requests that are needed between May 9 and May 17 must be requested on paper. A new PA-1 form will be available on the MassHealth Web site on May 11, 2009.
- On **May 18th**, using your POSC ID, you can begin to request a PA using the POSC.
- On **May 15th** MassHealth will accept claims through PCSS for the final time.
- **May 16th** is the first day you can submit electronic claims.

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Implementation of NewMMIS is an important milestone in our efforts to better serve you and our members. We are committed to working with you to make sure it is a success – and making sure providers register to use the POSC is essential. Thank you in advance for your help in supporting the success of this historic project.

Sincerely,

A handwritten signature in black ink that reads "Tom Dehner". The signature is written in a cursive style with a large, sweeping initial "T".

Thomas Dehner
Medicaid Director