Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
600 Washington Street
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www.mass.gov/masshealth

MassHealth
All Provider Bulletin 156
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TO: All Providers Participating in MassHealth

FROM: Beth Waldman, Medicaid Director BW

RE: **Downloading and Ordering Forms and Other MassHealth Publications Online**

Ordering Forms and Other Publications Online

MassHealth providers can now use a new search feature on the MassHealth Web site to download forms and other publications, such as brochures and booklets, or to request a supply of them online. This new feature means that you can have better and faster access to the forms and other publications when you need them. Whether you need a quick printout of a brochure or a supply of claim forms, you can get what you need through the MassHealth Web site.

This bulletin describes this new feature and provides instructions for downloading and ordering your forms and other MassHealth publications online.

Note: This search feature is for forms, brochures, and other publications issued by MassHealth. It does not include transmittal letters and bulletins. To find and download a transmittal letter or bulletin, go to www.mass.gov/masshealthpubs, and click on Provider Library.

Setting up a Customer Service Web Account

You need a Customer Service Web Account to order or download publications online and to request transportation for a member online. (See All Provider Bulletin 157 for instructions about requesting transportation online.)

Setting up a Customer Service Web account is easy.

1. Go to www.mass.gov/masshealth.
2. Click on Set up a Provider Customer Service Web Account in the Online Services box.
3. Fill out the online form, which has space for you to indicate additional users. Then click Send.

Each user will receive a username and password in two separate e-mails. The primary user may add users to, or remove users from, the account at any time by filling out another Customer Service Web Account form.

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Logging in

To search for MassHealth forms and other publications, you need to log in to your Customer Service Web Account. Go to www.mass.gov/masshealth. Click on Order Provider Publications in the Online Services box on the right side of the page (***or*** click on Information for MassHealth Providers, then MassHealth Customer Service for Providers, then Order Provider Publications.) Click Log in. This brings you to the MassHealth Account Management page. Enter your case-sensitive username and password provided by e-mail in their respective fields, then click Log in.

Searching for Publications

After you have logged in, click Forms Download in the MassHealth Menu located on the right side of the MassHealth Account Management page. This brings you to the Publication Ordering page. From this page, you can search by publication name, publication number, or category. Type in your search criteria and click Search. The Web site returns the results of your search.

Downloading Forms

Downloading publications is the fastest way to get the forms and other publications you need. If the publication is available for download, icons of the available formats (such as PDF, TEXT, or RTF formats) appear in the download column on the resulting table. Click on the icon of your preferred format to download the publication. **Note:** TEXT and RTF files are provided for screen readers used by people who are blind or visually impaired. Do not submit TEXT or RTF versions to MassHealth.

Ordering Forms Online

To order a supply of forms, click the Add button beside the desired form. This action brings up a page that lists the publications in your "cart." Enter your order quantity, then click Proceed to Checkout. At the Publications Order Summary Screen, verify your order quantity, confirm your provider number, and specify the shipping address. Click Continue. Verify the shipping and order details on the Request Publication: Confirmation page, then click Submit. Once you submit your order, you will receive confirmation of your order and a tracking number.

Questions

Attached is a quick-reference guide to illustrate the process of downloading and ordering MassHealth forms online. If you have any questions about the information in this bulletin or the quick-reference guide, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.

Getting MassHealth Forms and Other Publications on the Web

Searching for forms or other publications

Search by entering the publication name, number, and/or category in the Search Criteria boxes. To search the entire database, leave the publication name and publication number blank and search All categories.

1. Go to mass.gov/masshealth.
2. Click on Order Provider Publications in the Online Services box on the right side of the page.
3. Click Log in. This brings you to the Masshealth Account Management screen.
4. Enter your username and password.
5. Click LOGIN. This brings you to the Edit My Profile screen.
6. Click Forms Download from the MassHealth Menu on the right side of the screen.
7. Enter the search criteria in the applicable box(es).
8. Click SEARCH.

All available publications matching the search criteria will be listed at the bottom of the screen (see Figure 1).

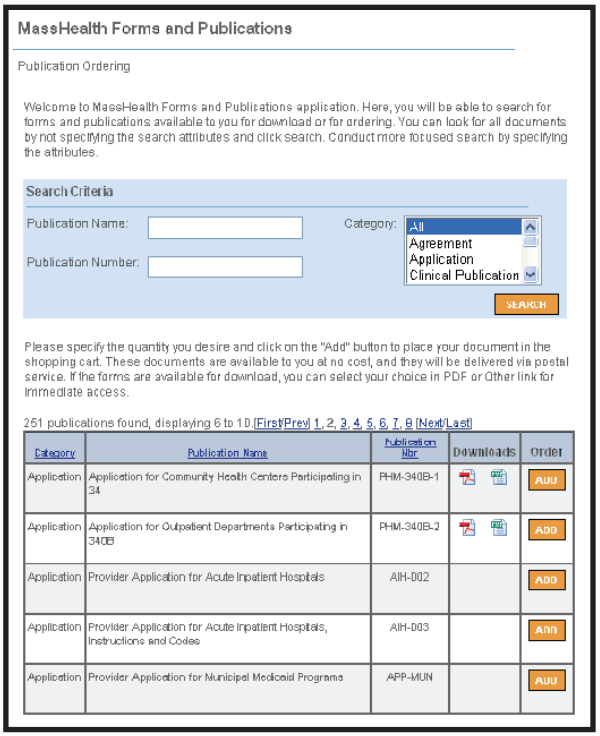

Figure 1: Publication Ordering Screen

Downloading a copy

If the publication has a (PDF) and (RTF) or (TEXT) icon in the Downloads column, it is available to download. If the publication does not have these icons, it must be ordered and sent via mail delivery.

To download a copy, click the icon to open the document in the Downloads column. Please Note: TEXT and RTF files are provided for screen readers used by people who are blind or visually impaired. Do not submit TEXT or RTF versions to MassHealth.

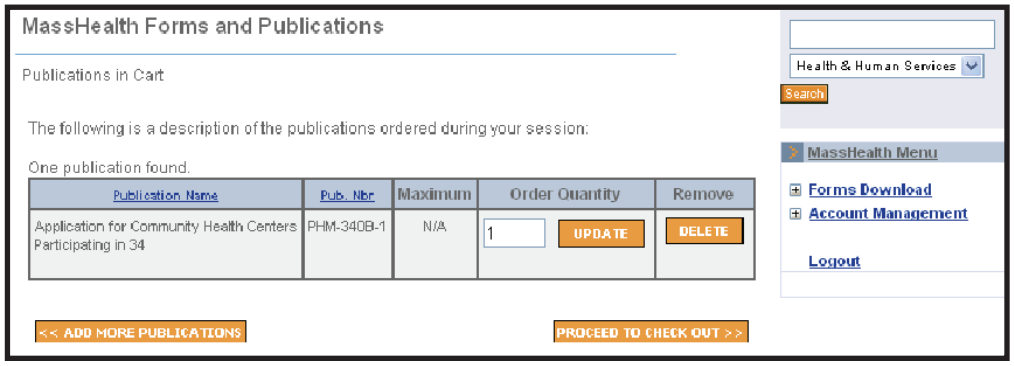

Figure 2: Publications Order Summary Screen

Ordering a supply

1. In the Order column, click ADD.
2. Verify or enter the provider or intermediary submitter number and click CONFIRM.
3. Review your order and update, if necessary (see Figure 2).
4. When finished, click PROCEED TO CHECKOUT.
5. Enter the shipping and contact details in the Shipping Information screen (Attention, Shipping Address, and Phone Number are required fields). To use an address other than the choices available in the drop-down Address box, enter the new street address and zip code, then click LOOKUP (see Figure 3).
6. Confirm the city and state, and click CONTINUE.
7. Verify the shipping and order details in the Request Publication: Confirmation screen. To change any of the information, click EDIT. To continue, click SUBMIT.
8. After the order is submitted, you will be assigned a tracking number. Keep this number for your records.

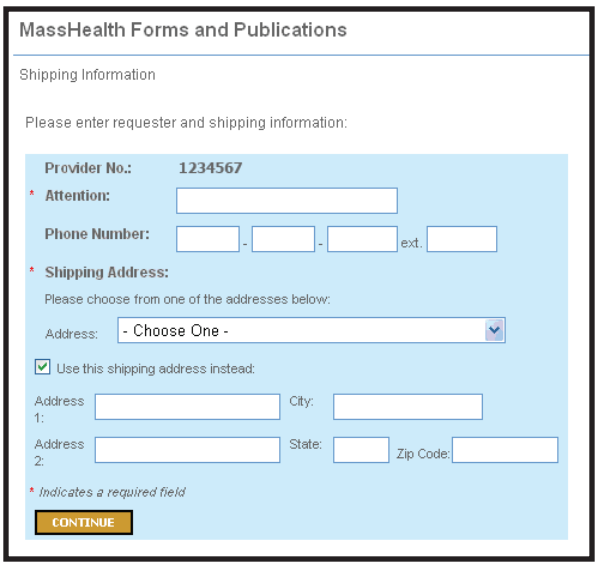

Figure 3: Shipping Information Screen