



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
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MassHealth
All Provider Bulletin 163
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TO: All Providers Participating in MassHealth
FROM: Beth Waldman, Medicaid Director *BW*
RE: **New Look for WebREVS**

Background

In early January 2007, the Web site where you verify eligibility for MassHealth members (www.massrevs.eds.com), also referred to as WebREVS, will have a more user-friendly look. You will now be able to navigate our Web site with greater ease. In order to ensure the success of this change, REVS has made necessary Internet connectivity changes to allow for increased usage of WebREVS.

Enhancements

The functionality that you have experienced with WebREVS up to now will remain intact within the new appearance of WebREVS, but we will add some new features that will help reduce the time it takes to verify eligibility. These changes are described below.

Login and Change Password Pages

We will move the password-change feature from the Login page to a new Change Password page. This function will be available as a new menu option, after you log in to WebREVS. WebREVS will continue to provide the automatic user prompt to change the password if the password has expired or if you are logging in to WebREVS for the first time.

Location of WebREVS Menu Options

The menu to select various functions on WebREVS will be located on the right side of the screens, to match the conventions in the other MassHealth Web pages.

Options to Enter Date of Service and Date of Birth

The date-of-service and date-of-birth fields on the eligibility verification and claim status pages will let you enter the date directly, instead of by selecting the date from a list of values. We will also add a calendar feature, so you can select the date by clicking on the desired date on the calendar.

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Enhancements
(cont.)

Eligibility Verification Page

The data fields associated with the name-search feature will appear beneath the member ID to verify eligibility. We decided to move these fields because the name-search feature is one of the more popular methods of verifying eligibility.

Claim Status Inquiry Page

We will move the member name, date of birth, and gender information to the "Additional Member Information" section on the Claim Status Inquiry page (since REVS does not use this information to retrieve claims). These fields will be set to default values so that you will no longer need to enter this information. This enhancement should reduce the amount of time you spend verifying the status of claims.

Questions

If you have any questions about the information in this bulletin, please call the REVS HelpDesk at 1-800-462-7738. Select option 2, then option 5.
