



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
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[www.mass.gov/masshealth](http://www.mass.gov/masshealth)



**MassHealth**  
**All Provider Bulletin 178**  
**September 2008**

**To:** All Providers Participating in MassHealth  
**From:** Tom Dehner, Medicaid Director TD  
**RE:** Point-of-Service (POS) Device Termination

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**Background**

As part of the preparation for NewMMIS implementation, MassHealth is discontinuing the use of the point-of-service (POS) devices (Verifone Omni 395/396), otherwise known as the REVS POS device machines. MassHealth has contacted those providers who use only the POS device to inform them of this impending change.

If you currently use POS for eligibility inquiries and have not been contacted by the REVS HelpDesk on what options are available to you, please call 1-800-462-7738 and select option 1 and then 5 for assistance.

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**Reason for Termination**

The primary reasons for discontinuing the support of the REVS POS devices are the availability of more efficient access methods to verify eligibility, popular use of the Internet for verifying eligibility, and the implementation of NewMMIS.

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**Other Access Methods**

Eligibility verification will now be exclusively supported by the following access methods.

- WebREVS ([www.massrevs.eds.com](http://www.massrevs.eds.com) – but will shortly change to a new site address)
- EVSpc Software
- Automated Voice Response (AVR) System (1-800-554-0042)
- Alternative third-party POS devices and software solutions

These methods provide more detailed eligibility responses than are currently displayed on the POS devices.

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***Timeline for Termination***

The shutdown will mean that all MassHealth providers who rely on the POS device will need to switch to other access methods by October 31, 2008. Providers will no longer be able to submit eligibility verification inquiries using the POS devices after this date.

30 days before the termination date, providers using the POS devices will receive a restrictive message stating:

*“This device will stop functioning on October 31, 2008. Call the REVS HelpDesk at 800-462-7738 option 2 and then 5 with questions.”*

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***POS Device Disposal***

Before disposing of your POS device, please ensure that you wipe out any member information that may remain on the device. You can do this by verifying eligibility for an invalid member ID, to get an invalid response. For assistance, you may call the REVS HelpDesk, and select option 2 and then 5.

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***Questions***

If you have questions about the information in this bulletin, please contact the REVS HelpDesk at 1-800-462-7738, or e-mail your inquiry to [REVSHelpDesk@eds.com](mailto:REVSHelpDesk@eds.com).

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