All Provider Bulletin 401

DATE: February 2025

TO: All Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Medicaid Management Information System and Provider Online Service Center Migration to Amazon Web Services**

Background

MassHealth will migrate its Medicaid Management Information System (MMIS) and Provider Online Service Center (POSC) to an Amazon Web Services (AWS) data center. MassHealth is scheduled to migrate MMIS and the POSC to AWS from March 14, 2025, through March 17, 2025. If the original migration timeline needs to be delayed, MassHealth expects the migration to AWS will occur from April 11, 2025 through April 14, 2025. MassHealth will notify all providers if the migration date is changed and of any impact to system availability during that timeframe.

Transactions submitted by MassHealth providers and trading partners (e.g., billing intermediaries, clearinghouses) through the MMIS POSC or MassHealth's point-to-point connectivity method will be re-directed to AWS starting Monday, March 17th. MassHealth's connectivity methods are Healthcare Transaction Services (HTS), Simple Object Access Protocol (SOAP)/Web Services Description Language (WSDL), and HyperText Transfer Protocol (HTTP) Multipurpose Internet Mail Extensions (MIME) Multipart Web service.

Important Information About the Migration

Please note the following information about the AWS Migration.

- Leading up to the migration, there will be a few adjustments to standard processing timeframes. MassHealth providers and trading partners should continue to exchange transactions with MassHealth as usual leading up to the migration except as noted in the table below.
- Part of the day on March 14, 2025, through March 16, 2025, all of the MMIS functionality and the POSC will not be available for use.
- Once the migration is complete, MMIS and POSC functionality is anticipated to resume as usual.

Plan for the following important technical changes

- Effective Monday, March 17, 2025 (anticipated migration date), transactions submitted by MassHealth providers and trading partners through the MMIS POSC and point-to-point transactions will be redirected to AWS.
- The POSC URL is changing. On Monday, March 17, 2025, (anticipated migration date) please update any bookmarked POSC URL in your systems, as the redirect will only be available for a limited period of time. Use the following new URL to access the POSC: https://mmis-portal.ehs.state.ma.us/EHSProviderPortal
- Organizations that utilize MassHealth's point-to-point connectivity method do not need to make any modifications to the existing bookmarked URL.
- If your organization requires a modification to your network to facilitate access to AWS, please use the following IP addresses. There are two to support redundancy:
    - 15.197.248.41
    - 35.71.150.175
- Remember, you do not need to make any adjustments to the way you exchange transactions with MassHealth. The functionality in the MMIS POSC is not changing as a result of this migration to AWS.

Please review the following list of migration activities and integrate them into your daily operational plans leading up to and through the migration.

DATE	MIGRATION ACTIVITY
March 12th (Wednesday)	**3:00 p.m.** – Last time claims transactions will be accepted into the final financial cycle prior to the migration.
	Last financial cycle that will be executed before the migration. Doula, Fiscal Intermediaries, and Independent Nurses claims submitted after the cut off of March 12th @ 3pm run will be included in the next weekly cycle.
March 13th (Thursday)	**8:00 a.m.** – "No-Pay" 835s for the financial cycle run on March 12th will be available for download on the POSC and via point-to-point connectivity. "Pay" 835s generated from the financial cycle run on March 12th will be available for download on the weekend of March 24th .
	6:00 p.m. - Last time MassHealth will process member and provider notifications (e.g., PA letters, etc.) before the AWS migration. Notices will be available on Friday, March 14th until 12:00 pm. All other provider and member notifications will be issued after the AWS migration is completed
	6:00 p.m. - Last Remittance advice MassHealth will issue before the AWS migration and will be available for download
March 14th (Friday)	**12:00 p.m.** – Last time MassHealth will accept or process any requests via the MMIS POSC (e.g., claims, service authorizations, eligibility, etc.). The POSC will be shut down and unavailable until Monday morning, March 17th at 7:00 a.m.
	12:00 p.m. - Last time Enterprise/Service Invoice Management (EIM/ESM) will be processed

DATE	MIGRATION ACTIVITY
	12:00 p.m. – Last time MassHealth will process any transactions in the Trading Partner Testing (TPT) environment. The TPT environment will be shut down and unavailable until Monday morning, March 17th at 7:00 a.m.
	12:00 p.m. – Last time MassHealth will process any HIPAA batch transactions submitted via MassHealth's point-to-point connectivity methods
	6:00 p.m. – Last time MassHealth will process any "real time" HIPAA transactions submitted via MassHealth's point-to-point connectivity methods
	6:00 p.m. – Last time MassHealth will process any internal updates to its provider or member profiles (e.g., enrollments, modifications, etc.)
March 15th & 16th (Saturday/Sunday)	MassHealth migrates to the AWS. The MMIS and POSC are not available
March 17th (Monday)	**7:00 a.m.** – MassHealth opens the MMIS POSC in the AWS to all providers and trading partners (business as usual). All batch transactions and payment cycles resume normal processing schedules

Services Provided to Members between March 14 and 17, 2025

It is important that services for MassHealth members are not disrupted during the AWS migration. If members need services during the migration weekend (anticipated to be March 14 - 17, 2025), please direct providers to validate the MassHealth member's eligibility on Friday, March 14, 2025, and again on Monday, March 17, 2025. If a MassHealth member's eligibility cannot be validated, please continue providing services to MassHealth members that present a valid MassHealth ID card or the ID card issued by their MassHealth Managed Care Entity.

What You Need to Do to Prepare for the Migration to AWS

- Plan your business operations around the key activities outlined in the above tables, as the MMIS POSC and point-to-point connectivity method will be unavailable during weekend of the migration (anticipated to be March 14 - 17, 202).
- Ensure that internal staff (including your technical teams), subcontractors, vendors, and other relevant business partners (e.g., clearinghouses, billing intermediaries) are aware of the migration and are planning accordingly. This includes evaluating and addressing any impacts related to the important technical changes outlined within this bulletin.
- Continue to monitor MassHealth communications leading up to the migration for important pre and post migration information.

MassHealth Communications

MassHealth will continue to communicate with all MassHealth providers regarding the AWS migration. Please continue to monitor all MassHealth communications regarding the AWS migration.

MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

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Questions?

If you have questions about the information in this bulletin, please contact:

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