

# EIM/ESM Provider Newsletter FY2023

Executive Office of Health and Human Services (EOHHS)



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Volume 1|| Issue 2

## Contact Information

EIM/ESM Business Operations  
(application assistance):

Email: [EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us](mailto:EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us)

When contacting EIM Business Operations with a billing or funding question(s), please provide the following information:

- Your Name:
- User ID(s):
- Phone Number:
- Location you log into (if more than 1):
- Provider Organization Name:
- Complete 20-digit Contract Number(s):
- Brief description of the issue:

### For Billing Issues:

- Contract Type (AR, CR or UR):
- Month & Year of the billing:

### For SDR Issues:

- Service Code:
- Attendance Status Code:

### For Client Issues: *Please do not include Client Names*

- Client ID(s):
- HUBLIVE Number (if client missing from DDS SDR):

## EIM/ESM Dates for FY2023 End of Fiscal Year

Key Provider EIM/ESM Dates for FY2023 End of Year	All Providers
FY2023 Close	6/30/2023
FY2024 Open	7/01/2023
Final date for providers to release and authorize negative billing	7/10/2023
The submission deadline for credit only HIPAA files or manual voids in EIM	7/10/2023
Final date for FY23 Line-Item Budget Amendment Requests (<=10% of Budget)	7/16/2023
Last day for providers to submit HIPAA Claims	8/12/2023
Final date for providers to release and authorize positive billing	8/13/2023

### Note:

1. All providers should follow any additional key date instructions as advised by their respective agency.
2. Reconcile your billing and payments before June. You may find the Payment Tracking Report and Contract Utilization Report particularly helpful in this process.

## Caution!

Enterprise Invoice/Service Management (EIM/ESM) is a web-based service, which means it can be accessed from anywhere on the internet. As a result, special steps must be taken to ensure that the data stored within it is secure and accessible only to authorized users. Please adhere to safe security practices by keeping your users access up to date.

### Best Security Practices:

- ✚ EIMESM application login credentials must not be shared with anyone.
- ✚ Individuals that you requested access for but never completed training or received an ID and are no longer with your organization must also be deactivated from your organizations list of authorized users for EIMESM.
- ✚ Access Administrators must obtain a copy of EIMESM user extract report at least once a year to ensure only authorized users have access to EIMESM application from your organization. You may send an email to [VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US](mailto:VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US) and request the report with the following details (parent Org ID number, organization name and any sub organization ID number applicable).
- ✚ Send in a URF to deactivate any employees ID from EIM that is no longer with the organization or who's job functions have changed and no longer has the need for EIM.

Note: EIM Virtual Gateway User ID remains active until an Access Administrator requests that the ID be deactivated.

## Training and Documentation updates

- ✚ Effective 7/1/2023 we will no longer be processing older versions of the EIM/ESM URFs. Please use latest version of the URF forms (Version 19). For your convenience, we have included the web address for the current Virtual Gateway Documents. <https://www.mass.gov/service-details/accessing-eimesm>
- ✚ Effective 4/18/2023 the EIM PACE training system will no longer be used. All Provider trainings will now be done in the new MassAchieve training application. Users that have not completed their existing trainings in PACE will receive a new MassAchieve login. (The old PACE login will no longer be active).
- ✚ Effective 4/18/2023 Users will be required to complete all training within 6 months of the receipt of an EIM/ESM User Request Form (URF). Training account access will be locked at the 6-month mark and any training started but not completed or not taken will be deleted from the system. This is being implemented to increase security protocols. If you have an employee who is locked out of the training application, and it has been over 6 months since you sent in the original EIM/ESM URF, you will need to send in a new EIM/ESM URF. Please work with your employees to make sure they complete all required trainings in a timely manner.

### EIM/ESM Provider Resource Center

The EIM/ESM Provider Resource Center Contains:

- An overview
- How to access EIM/ESM
- Announcements
- Newsletters
- FAQs
- HIPAA - Version 5010 Transactions in EIM/ESM
- Training and User Materials that have been specifically designed for provider users.

Provider Job Aids are located at [Mass.gov-EIM/ESM](https://www.mass.gov-EIM/ESM) [Website](#) under the training and User Materials section.

This section can also be accessed quickly by selecting the “Help” tab when you are logged into EIM/ESM.

### VG Customer Service (Password Resets and log in assistance):

**1-800-421-0938 TTY: (617) 847-6578**

**Monday – Friday 8:30 am – 5:00 pm**

**EIM/ESM Application availability:** Daily:

**7:00 AM – 1:00 AM**

### DPH Provider Support

**DPH EIM/ESM Management Office(EEMO):**

**Email: [DPH-DL-EEMO@MassMail.State.MA.US](mailto:DPH-DL-EEMO@MassMail.State.MA.US)**

*Please reach out to the EEMO team if you have any questions about your DPH contracts, client enrollment issues, or billing rejections.*