

Dear LEA Primary Contacts,

MassHealth recently issued All Provider Bulletin 377 regarding updates to the MassHealth Provider Online Service Center (POSC) Primary User Policy (<https://www.mass.gov/doc/all-provider-bulletin-377-masshealth-provider-online-service-center-posc-primary-user-policy-0/download>).

Please be advised that this bulletin applies to all Medicaid providers, including LEAs participating in the School-Based Medicaid Program (SBMP). Therefore, we strongly suggest that all LEAs review the updated policy outlined in the bulletin and ensure that you are in compliance.

Some background information on the POSC purpose and importance to LEAs:

- The Medicaid Management Information System (MMIS) Provider Online Service Center (POSC) allows LEAs to access and manage information entered or exchanged with MassHealth on behalf of your organization. Your LEA's Primary User and backup Primary User utilize the POSC to:
 - Maintain your LEA's profile information
 - Update your LEA's banking/EFT information for claims payments
 - Manage access for any subordinate users, including billing agents/vendors if applicable

For assistance with anything related to the POSC, please contact Mass Health at:

- Phone: (800) 841-2900
- Email: provider@masshealthquestions.com

Thank you,

School-Based Medicaid Program Support Team
UMass Chan Medical School
Toll Free: 800-535-6741
SchoolBasedClaiming@umassmed.edu

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