



EXECUTIVE OFFICES OF HEALTH AND HUMAN SERVICES  
**Health Safety Net**

# INET Provider Portal User Guide

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*INET Provider Portal User Guide*

*05/18/2026*

*Version 1.03*



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## 1 Document Revisions

Date	Version Number	Document Changes
04/15/2026	1.01	Initial release of INET Prov Portal User Guide
04/25/2026	1.02	Update iNET to INET, Reviewed and Approved
05/18/2026	1.03	Updated via CA# 3840918



## 2 Application Overview

The Health Safety Net INET Provider Portal (HSNPP) is a web-based application providing an interface for Providers, Billing Intermediaries, etc. to submit reports and filings to the Health Safety Net, as well as download provider reports from the Health Safety Net. The purpose of this document is to help users of the application to do the following:

1. Download Provider Reports
2. Upload, Create, Edit, Submit, and Search
  - a. Bad Debt Filings
  - b. Bad Debt Evidence Collection Reporting
3. Create, Edit, Submit, and Search
  - a. Special Circumstances Applications, consisting of the following application types :
    - i. Confidential Minors
    - ii. Domestic Violence
    - iii. Medical Hardship
4. Update User Password



### 3 Application Access

The HSN INET Provider Portal is a subscription site and requires registration with the Health Safety Net prior to accessing. All users must sign a User Agreement form provided by the HSN Help Desk, with whom can be contacted at hsnhelpdesk@massmail.state.ma.us or by calling 1-800-609-7232.

#### 3.1 Logging In

Once you have obtained your credentials for accessing the HSN INET Provider Portal, the first time signing in you will need to :

1. Log in using your INET Username and temporary password.
2. Set your new password.
3. Login again using your INET Username and new password.

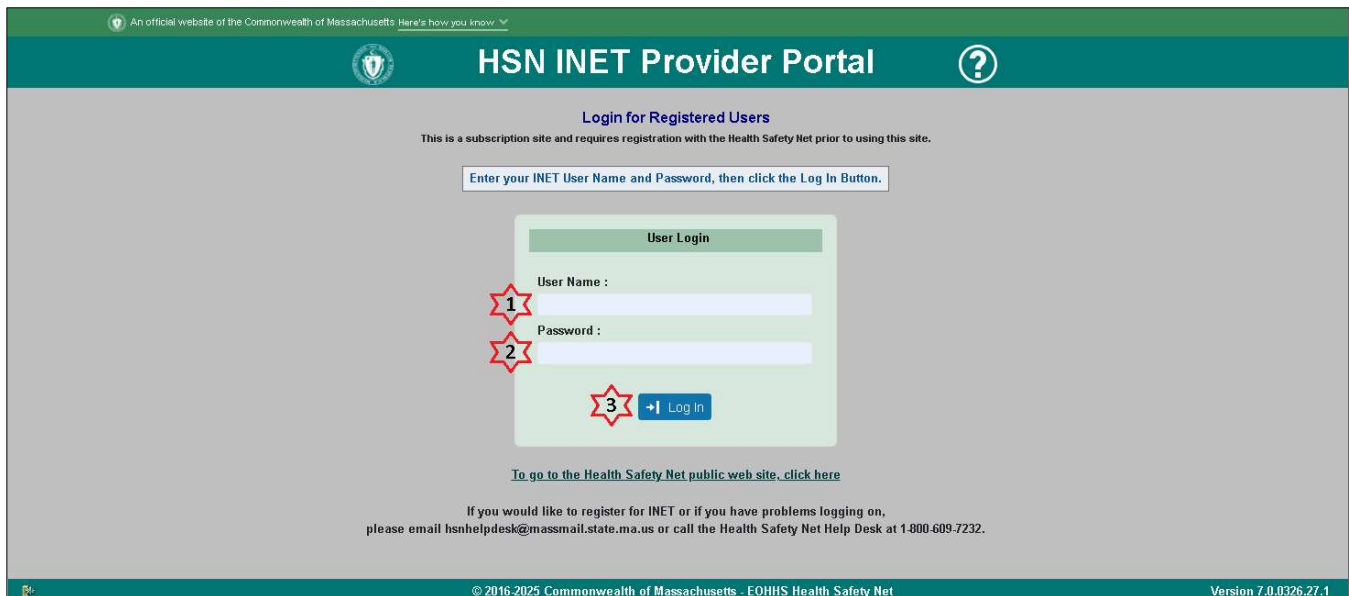


Fig 1.a

To log in to the HSN INET Provider Portal, from the login page as shown in **fig 1.a**, use the following steps :

1. Enter your INET Username.
2. Enter your password.
3. Click the Log In button.



### 3.2 Updating your Password

Whether setting your new password for the first time or updating your password, from the User Account page as shown in **fig 1.b**, use the following steps to update your password :

1. Enter your current password.
2. Enter your new password.
3. Confirm your new password.
4. Click the Save button.

The screenshot shows a user account page with the following information: Username: Smi12345, Contact ID: 12345, and First & Last Name: John Smith. Below this is a form with three password fields: Current Password, New Password, and Confirm New Password. Each field has a red star callout with a number: 1 for Current Password, 2 for New Password, and 3 for Confirm New Password. At the bottom of the form are two buttons: Save (with a red star callout 4) and Cancel.

Fig 1.b

Upon successfully setting your new password, you will be returned to the Login screen as shown in **fig 1.a** in order to log in again using your new password.

### 3.3 Logged In

Once you are successfully logged in, and have set your new password (if applicable), you will see the Home page as shown in **fig 1.c**.

### 3.4 Logging Out

To log out of the HSN INET Provider Portal, click the Logout button as marked #7 in **fig 1.c**. You will be brought back to the login page as shown in **fig 1.a**.



## 4 Home Page

From the Home page, you can access the following by clicking the menu navigation item as marked in **Fig 1.c** :

1. Bad Debt
  - a. [See Section 5 “How to Access the Bad Debt User’s Guide”](#)
2. Bad Debt Evidence Collection
  - a. [See Section 6 “How to Access the Bad Debt Evidence Collection User’s Guide”](#)
3. Special Circumstances Applications
  - a. [See Section 7 “How to Access the Special Circumstances User’s Guide”](#)
4. Download Reports
  - a. [See Section 8 “Download Reports”](#)
5. User Account
  - a. [See Section 3.2 “Updating Your Password”](#)
6. User’s Guide
  - a. Launches this document in a new browser tab
7. Logout
  - a. [See Section 3.4 “Logging Out”](#)

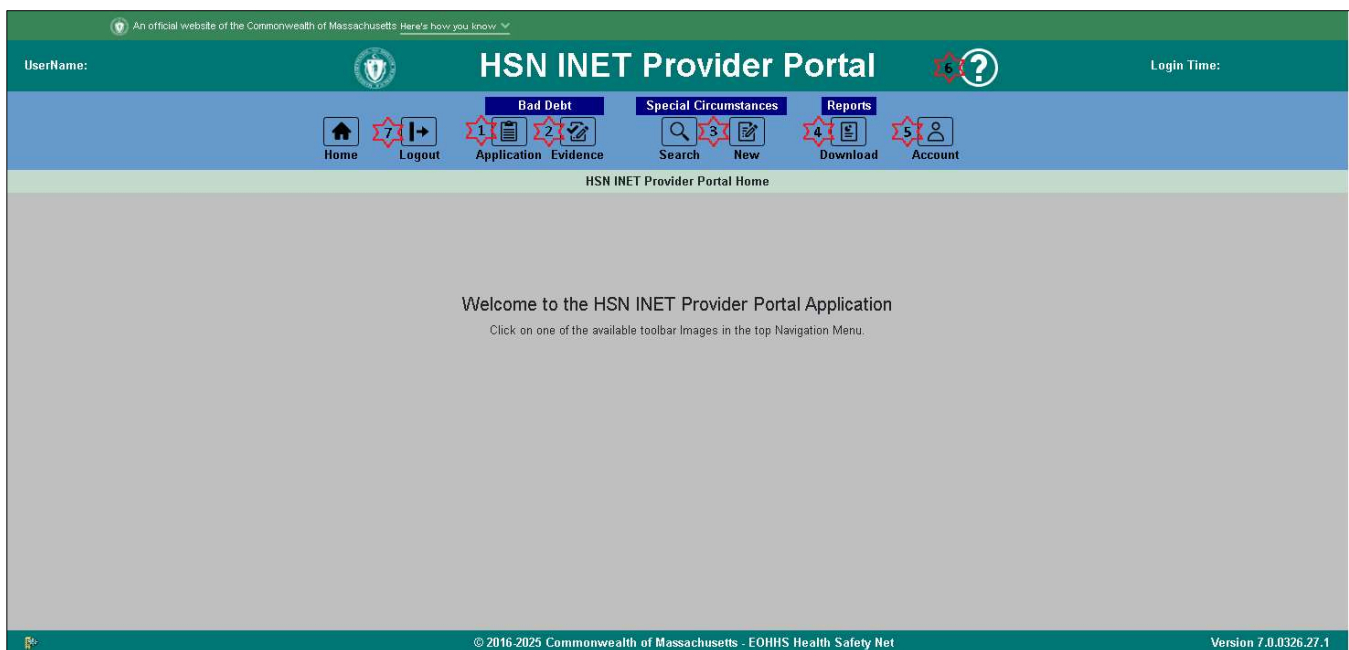


Fig 1.c



## 5 How to Access the Bad Debt User's Guide

While in the context of the Bad Debt Application as marked #’s 1-4 in fig 2.a, the Help Button marked #5 in fig 2.a will launch the Bad Debt User’s Guide in a new browser tab. You can save/download the Bad Debt User’s Guide for future reference, if needed. Fig 2.b shows an example of what the Bad Debt User’s Guide will look like.

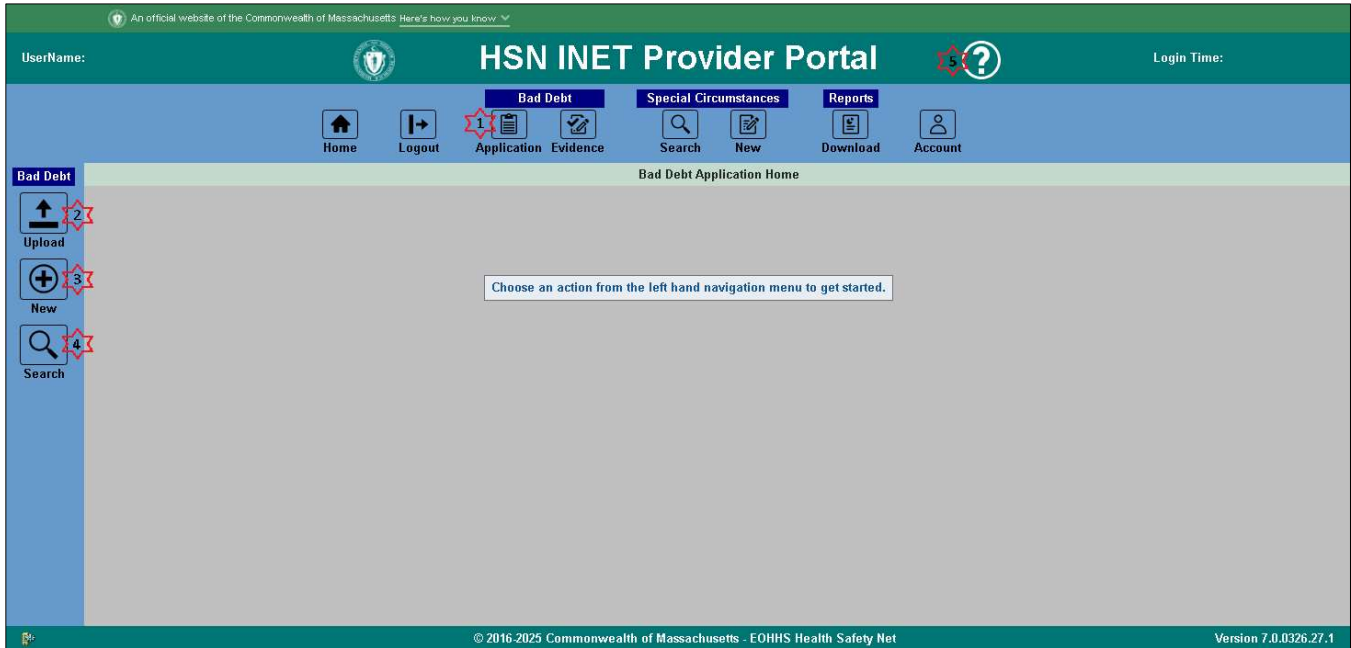


Fig 2.a

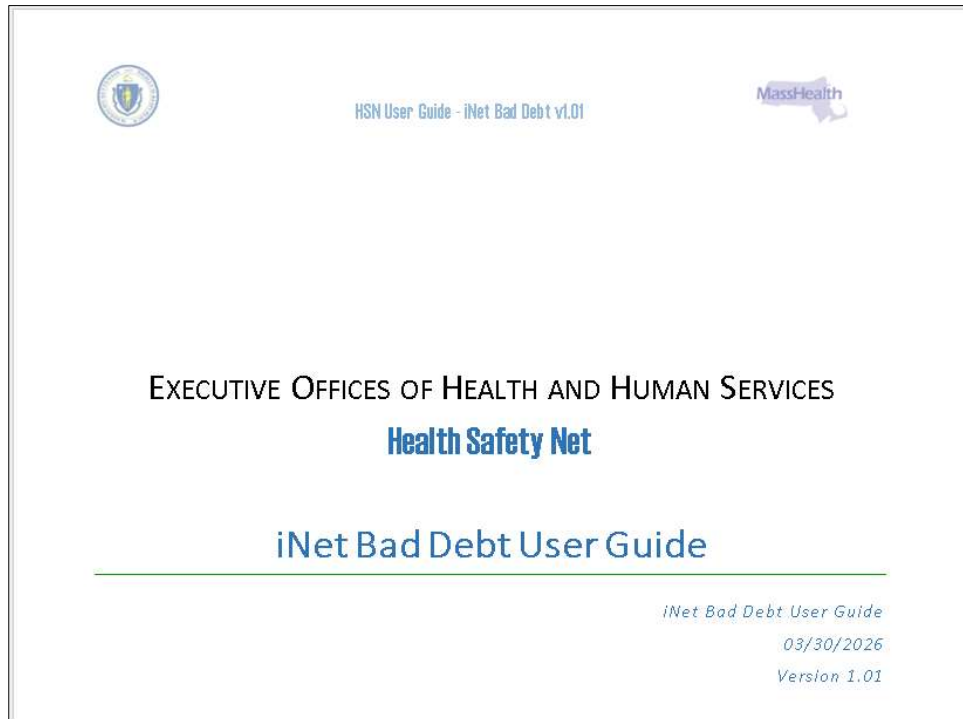


Fig 2.b



## 6 How to Access the Bad Debt Evidence Collection User's Guide

While in the context of the Bad Debt Evidence Collection Application as marked #’s 1-5 in fig 3.a, the Help Button marked #6 in fig 3.a will launch the Bad Debt Evidence Collection User’s Guide in a new browser tab. You can save/download the Bad Debt Evidence Collection User’s Guide for future reference, if needed. Fig 3.b shows an example of what the Bad Debt Evidence Collection User’s Guide will look like.

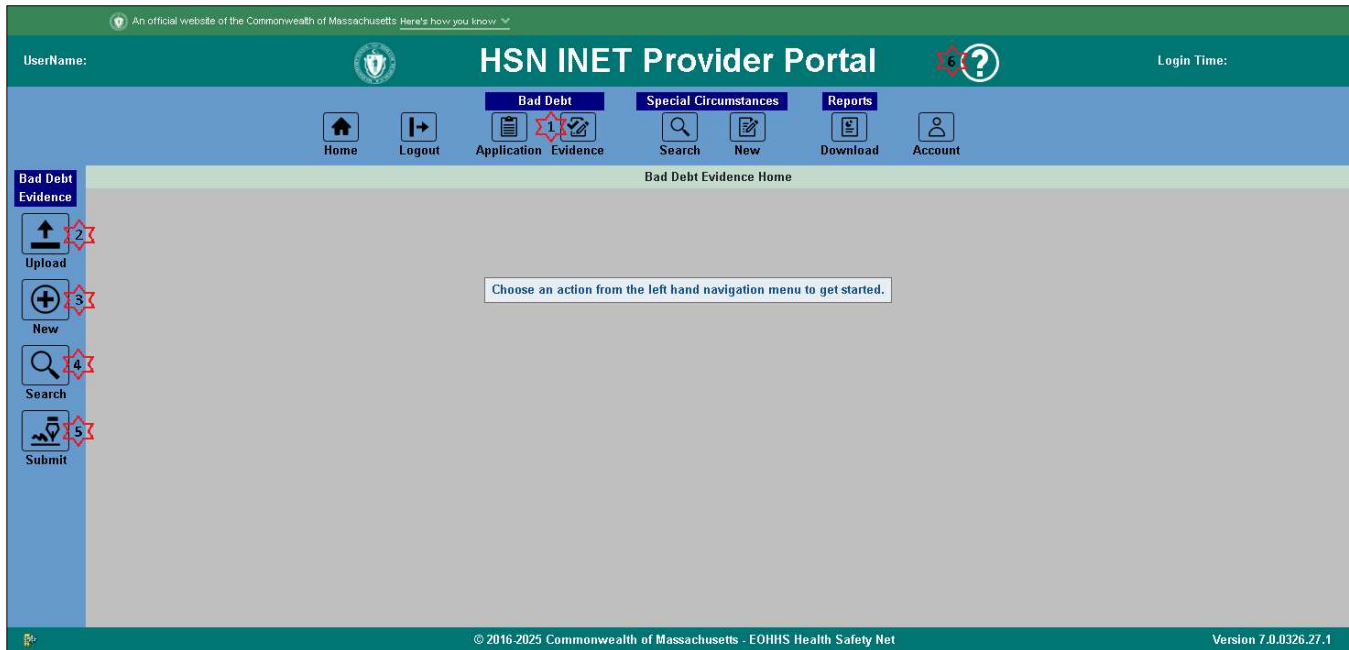


Fig 3.a

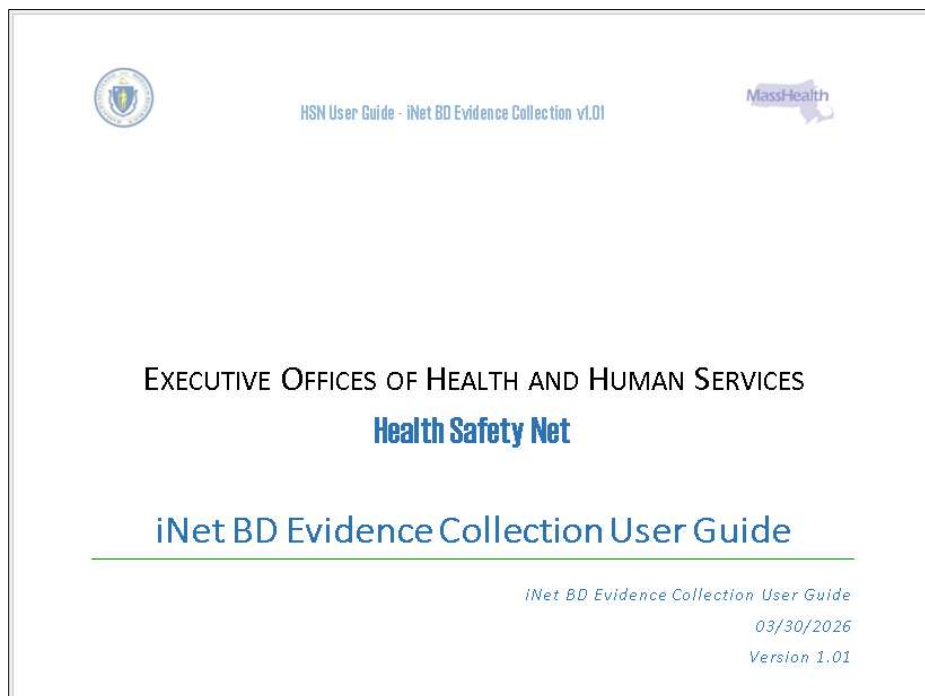


Fig 3.b



## 7 How to Access the Special Circumstances User's Guide

While in the context of the Special Circumstances Application as marked # 1 in fig 4.a, the Help Button marked #2 in fig 4.a will launch the Special Circumstances User's Guide in a new browser tab. You can save/download the Special Circumstances User's Guide for future reference, if needed. Fig 4.b shows an example of what the Special Circumstances User's Guide will look like.

The screenshot shows the 'HSN INET Provider Portal' interface. At the top, there is a navigation bar with buttons for 'Home', 'Logout', 'Application', 'Evidence', 'Special Circumstances', 'Search', 'New', 'Reports', 'Download', and 'Account'. The 'Special Circumstances' button is highlighted with a red star and a question mark icon labeled '#2'. Below the navigation bar, there is a search bar for 'Special Circumstances Applications' and a dropdown menu for 'Select an Organization' set to 'HSN Test Organization - 12400'. The main content area displays a table of applications with columns for Application Type, Application ID, Applicant ID, Status, Creation Date, Last Update Date, Application Date, Initial Submission Date, and Last Submission Date. The table contains 14 rows of data. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and '20 Items per page'. The footer of the page includes the copyright notice '© 2016-2025 Commonwealth of Massachusetts - EOHS Health Safety Net' and the version number 'Version 7.0.0326.27.1'.

Application Type	Application ID	Applicant ID	Status	Creation Date	Last Update Date	Application Date	Initial Submission Date	Last Submission Date
Confidential Minors	74837	11111111	Saved	02/21/2026 08:08:29 PM	02/21/2026 08:08:29 PM	2/21/2026		
Medical Hardship	74199	99999999	Saved	12/13/2025 08:20:17 PM	01/12/2026 12:16:55 PM	12/13/2025		
Medical Hardship	71168	99999999	Saved	03/06/2025 12:09:28 PM	12/11/2025 12:48:13 PM	3/6/2025		
Confidential Minors	74142	00000000	Saved	12/07/2025 05:02:18 PM	12/07/2025 05:39:58 PM	12/7/2025		
Confidential Minors	73321	99999999	Saved	07/03/2025 10:02:56 AM	07/03/2025 10:05:55 AM	7/3/2025		
Confidential Minors	72592	99999999	Saved	05/05/2025 11:54:18 AM	05/05/2025 11:54:18 AM	5/5/2025		
Confidential Minors	69521	99999999	Saved	11/01/2024 12:31:38 PM	11/01/2024 12:31:38 PM	11/1/2024		
Confidential Minors	69519	00000000	Saved	11/01/2024 09:59:31 AM	11/01/2024 10:04:35 AM	11/1/2024		
Confidential Minors	69518	99999999	Saved	11/01/2024 07:22:09 AM	11/01/2024 07:22:09 AM	11/1/2024		
Medical Hardship	68718	99999999	Saved	04/30/2024 08:35:52 PM	04/30/2024 09:13:33 PM	4/30/2024		
Medical Hardship	68353	00000000	Saved	02/26/2024 11:33:10 AM	03/01/2024 11:29:54 AM	2/26/2024		

Fig 4.a

The cover page features the Massachusetts seal and MassHealth logo at the top. The title 'HSN User Guide - iNet Special Circumstances v1.01' is centered. Below the title, the text reads 'EXECUTIVE OFFICES OF HEALTH AND HUMAN SERVICES' and 'Health Safety Net'. The main title 'iNet Special Circumstances User Guide' is prominently displayed. At the bottom right, the text indicates 'iNet Special Circumstances User Guide', '03/30/2026', and 'Version 1.01'.

Fig 4.b



## 8 How to Download Reports

### 8.1 How to Access

To access the Download Reports page, click the Download button as highlighted red in **fig 5.a**.

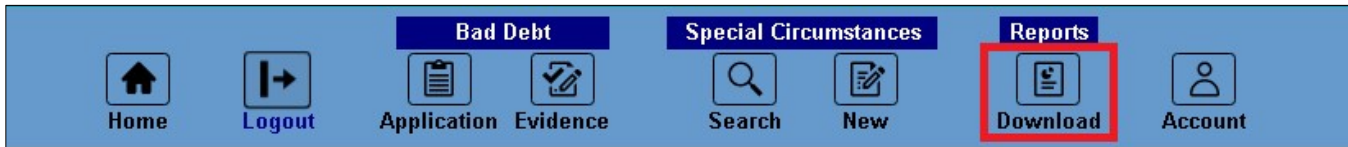


Fig 5.a

### 8.2 How to Download

While on the Download Reports page :

To see a list of files available for download for a specific Organization, select the Organization from the dropdown list marked **#1** in **fig 5.b**. The reports available for download will be shown in a grid similar to **#2** in **fig 5.b**. Once you've located a report you would like to download, click on the Report Name of that report and the report file will be downloaded to your Downloads folder.

To view 20/30/40/50 or All available reports per page in the grid, select the Items per page from the dropdown list marked **#3** in **fig 5.b**.

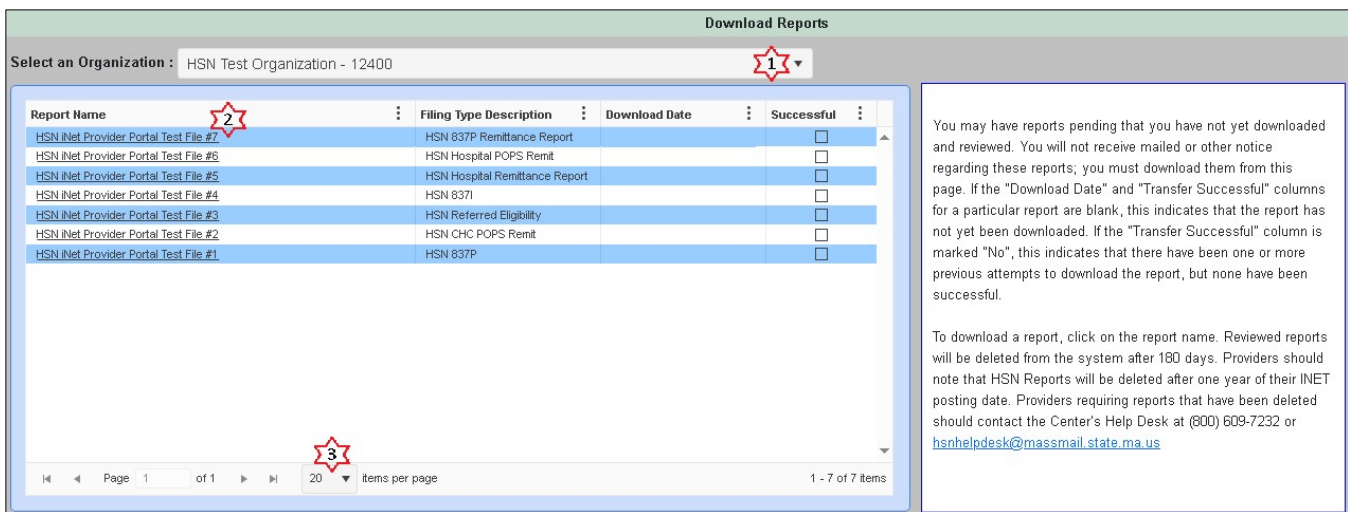


Fig 5.b