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Billing Update HSN-ALL BU-24

HSN-INET Provider Portal Enhancements

Health Safety Net (HSN) is excited to announce a series of upcoming enhancements and modernization updates to the HSN-INET self-service Provider Portal. These enhancements are designed to help providers access information more easily, complete tasks more efficiently, and improve the overall usability of the portal.

Providers should note the following important information regarding the transition:

- Current INET users will continue to use their same credentials to sign into the new INET. New users will still be required to submit the INET User Agreement to obtain access, consistent with current practice.
- Current access permissions and account settings will continue without interruption.
- The SENDS Encryption tool will no longer be required, as reports are automatically decrypted on download.
- The website URL to access INET will change. The new URL will be shared closer to the launch date.

The release of the updated INET Provider Portal is now scheduled for **late fall or early winter 2026**. HSN will continue to provide updates and communications as the release date approaches, including the final transition date.

In preparation for the launch, the following new user guides for the updated INET portal are available here:

- INET Provider Portal [INET Provider Portal User Guide](#)
- INET Bad Debt [INET Bad Debt User Guide](#)
- INET Bad Debt Evidence Collection [INET Bad Debt Evidence Collection User Guide](#)
- INET Special Circumstances [INET Special Circumstance User Guide](#)

Fiscal Year 2024 Closure in September 2026

HSN Fiscal Year (FY) 2024 will be closing on September 30, 2026. Any FY24 claims that have not been submitted must be received before the fiscal year is closed. Any claims with a FY24 date of service submitted for processing after September 30, 2026, will be denied by the Health Safety Net (HSN) for submitting after the fiscal year closure date. Any claims that are being corrected by the HSN office do not apply to the fiscal year closure date.

For any questions about this billing update, please contact the HSN Customer Service line at 800-609-7232 or by email at HSNHelpdesk@state.ma.us.

**[Information about HSN Provider Guides and Billing Updates | Mass.gov](#)
[HSN claims and payment information | Mass.gov](#)**