



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## **Managed Care Entity Bulletin 124**

**DATE:** February 2025

**TO:** All Managed Care Entities 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**

### **Applicable Managed Care Entities and PACE Organizations**

- ☒ Accountable Care Partnership Plans (ACPPs)
- ☒ Managed Care Organizations (MCOs)
- ☒ Primary Care Accountable Care Organizations (PCACOs)
- ☒ MassHealth's behavioral health vendor
- ☒ One Care Plans
- ☒ Senior Care Options (SCO) Plans
- ☒ Program of All-inclusive Care for the Elderly (PACE) Organizations

### **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, MCEs and PACE organizations if the migration date is changed and of any impact to system availability during that timeframe.

Transactions submitted by MCEs and PACE organizations, as well as providers, 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.

Please share the important information within this Bulletin with your providers, vendors, and subcontractors, including Community Partners (CPs).

## Important Information About the Migration

MCEs and PACE organizations must notify their providers, vendors, and subcontractors, including CPs, of the upcoming migration. Please note the following.

- Leading up to the migration, there will be a few adjustments to standard processing timeframes. MCEs and PACE 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 on March 17, 2025.

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 for MCEs and PACE Organizations
<b>March 13<sup>th</sup></b> (Thursday)	<b>6:00 p.m.</b> – Last daily 834 managed care batch cycle will be conducted. Daily 834s will be available for download on Friday, March 14 <sup>th</sup> until 12:00 p.m.
<b>March 14<sup>th</sup></b> (Friday)	<b>12:00 p.m.</b> – Last time MassHealth will accept or process any requests via the MMIS POSC (e.g., SCO manual enrollment), or allow users to download 834 and 820 transactions. The POSC will be shut down and unavailable until Monday, March 17 <sup>th</sup> at 7:00 a.m.
	<b>12:00 p.m.</b> – Last time MassHealth will process any HIPAA batch transactions submitted via MassHealth’s point-to-point connectivity methods
	<b>6:00 p.m.</b> – Last time MassHealth will process any “real time” HIPAA transactions submitted via MassHealth’s point-to-point connectivity methods
	<b>6:00 p.m.</b> – Last time MassHealth will process any internal updates to its provider or member profiles (e.g., enrollments, modifications, etc.)
<b>No Impact</b>	Please note that the following managed care processes are not impacted by the AWS cutover and will be executed on the usual schedule: <ul style="list-style-type: none"> <li>▪ Accountable Care Provider Directory (ACPD), Managed Care Provider Directory (MCPD), and Primary Care Physician (PCP) file updates</li> <li>▪ Monthly 834 (Benefit Enrollment &amp; Maintenance)</li> <li>▪ 820 (Healthcare Premium Payment)</li> </ul>
<b>March 15<sup>th</sup> &amp; 16<sup>th</sup></b> (Saturday/Sunday)	MassHealth migrates to the AWS
<b>March 17<sup>th</sup></b> (Monday)	<b>7:00 a.m.</b> – MassHealth opens the MMIS POSC in the AWS to all providers, MCEs and PACE organizations (business as usual). All batch transactions and payment cycles resume normal processing schedules

In addition to the activities outlined above, MCEs should also be aware of the activities outlined below which will impact MassHealth providers, including those who may also be contracted with MCEs and PACE organizations.

DATE	MIGRATION ACTIVITY
<b>March 12<sup>th</sup></b> (Wednesday)	<b>3:00 p.m.</b> – 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.
<b>March 13<sup>th</sup></b> (Thursday)	<b>8:00 a.m.</b> – “No-Pay” 835s for the financial cycle run on March 12 <sup>th</sup> will be available for download on the POSC and via point-to-point connectivity. “Pay” 835s generated from the financial cycle run on March 12 <sup>th</sup> will be available <u>for download on the weekend of March 24<sup>th</sup></u> .
	<b>6:00 p.m.</b> - 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 14 <sup>th</sup> until 12:00 pm. All other provider and member notifications will be issued after the AWS migration is completed.
	<b>6:00 p.m.</b> - Last Remittance advice MassHealth will issue before the AWS migration and will be available for download
<b>March 14<sup>th</sup></b> (Friday)	<b>12:00 p.m.</b> – 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 17 <sup>th</sup> at 7:00 a.m.
	<b>12:00 p.m.</b> – 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 17 <sup>th</sup> at 7:00 a.m.
	<b>12:00 p.m.</b> – Last time MassHealth will process any HIPAA batch transactions submitted via MassHealth’s point-to-point connectivity methods
	<b>6:00 p.m.</b> – Last time MassHealth will process any “real time” HIPAA transactions submitted via MassHealth’s point-to-point connectivity methods

### 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 based on the daily 834 that MassHealth will send to MCEs on Friday, March 14, 2025, and again based on the daily 834 that MassHealth will send to MCEs on Monday, March 17, 2025. If a MassHealth member’s eligibility cannot be validated, please direct providers to continue providing services to MassHealth members that present a valid MassHealth ID card or the ID card issued by their MCE.

## 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, 2025).
- Ensure that internal staff (including your technical teams), providers, subcontractors, vendors (including Community Partners), and other relevant business partners are aware of the migration and are planning accordingly.
- Continue to monitor MassHealth communications leading up to the migration for important pre and post migration information.
- 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.
- Account for the following important technical changes:
  - Effective Monday, March 17, 2025 (anticipated migration date), transactions submitted by MassHealth providers, MCEs and PACE organizations 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/EHSPProviderPortal>
  - Organizations that utilize MassHealth’s point-to-point connectivity method do not need to make any modifications to the existing bookmarked URL.
  - To facilitate access to MassHealth’s AWS, please use the following IP Addresses:
    - 15.197.248.41
    - 35.71.150.175

## MassHealth Communications

MassHealth will continue to communicate with all MCEs and PACE Organizations 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.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions?

- Call MassHealth at (800) 841-2900, TDD/TTY: 711
- Email us at [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)

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