

MassHealth Medicaid Management Information System (MMIS) and Provider Online Service Center (POSC) Migration to Amazon Web Services (AWS)

Frequently Asked Questions

General Information About the AWS Migration

1. What is the MMIS AWS migration and when is it happening?

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.

2. Will there be downtime during the migration?

Yes. Starting at 12:00 pm on Friday, March 14, the POSC and MMIS point-to-point connectivity method (HTS, SOAP/MIME) will be shut down and unavailable until Monday morning, March 17, at 7:00 a.m. That means MassHealth will not accept or process any requests via the MMIS POSC (e.g., claims, service authorizations, eligibility, etc.) or batch point-to-point transactions starting at 12:00 pm and throughout the weekend. Please refer to [All Provider Bulletin 401](#) for the full migration activity timeline.

3. Has MassHealth published an All-Provider Bulletin to explain the AWS migration?

Yes. The All-Provider Bulletin outlines important migration information and key activities that providers must prepare for leading up to the migration weekend. Please refer to [All Provider Bulletin 401](#).

4. Will the AWS migration impact the functionality or look and feel of the application? Is anything else changing in the system?

No. The MMIS and POSC functionality is not changing. The system and functionality will look and behave the same way it does today.

5. What will users see if they try to use these applications during the weekend cutover?

Users will be presented with an error message indicating that the application is unavailable.

What You Need to know Prior to the MMIS and POSC Migration to AWS

6. What Do I Need to Do to Prepare for the Migration to AWS?

- Ensure that your technical teams are aware of the migration and any adjustments your organization deems necessary to exchange transactions with MassHealth in the AWS cloud are completed
- Plan your business operations around the key activities outlined in [All Provider Bulletin 401](#), as the MMIS POSC and point-to-point connectivity method will be unavailable during the weekend of the migration (3/14/25 – 3/17/25).
- 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.
- Account for important technical changes identified below.

- 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.

7. Will MassHealth require new URLs to be able to connect to the MMIS ?

Yes. The POSC URL is changing. On Monday, March 17, 2025, 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 URL to access the POSC: <https://mmis-portal.ehs.state.ma.us/EHSProviderPortal>

Additionally, please note the following:

- Effective Monday, March 17, 2025, transactions submitted by MassHealth providers, MCEs, and PACE organizations through the MMIS POSC and point-to-point connectivity method will be redirected to AWS.
- Organizations that utilize MassHealth's point-to-point connectivity method do not need to make any modifications to the existing bookmarked URL.

8. Will we be able to use the same application IP addresses to access the MMIS after the migration?

No. The MMIS public IP address is changing. Please review your network setup to ensure necessary configuration changes are completed prior to the Production cutover. If your organization requires a modification to your network to facilitate access to AWS, please use the following IP Addresses.

- 15.197.248.41
- 35.71.150.175

9. What is the deadline for providers to submit claims to ensure they are included in the last financial cycle before the cutover?

MassHealth will process the financial cycle on Wednesday, March 12 instead of Friday, March 14. Providers who normally submit their claims on Thursday or Friday should submit them on Wednesday, March 12 by 3:00 pm instead to be included in the financial cycle for that week. Claims submitted after 3:00 pm on Wednesday, March 12 will be included in the financial cycle after the AWS migration is completed.

10. Will “No-Pay” 835s and “Pay” 835s be available to provider per the normal schedule?

- “No-Pay” 835s for the financial cycle run on March 12 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 will be available for download on the weekend of March 24.

11. Will I have access to the Eligibility Verification System (EVS) during the migration period?

No. Beginning at 12:00 pm (ET) on Friday, March 14, 2025, the POSC and batch eligibility transactions exchanged via MassHealth's point-to-point connectivity method will be unavailable until Monday, March 17 at 7:00 am. However, LTSS providers and all other providers may contact MassHealth up until 6:00 pm on Friday, March 14 to verify member eligibility.

LTSS providers, please contact the LTSS Provider Service Center at (844) 368-5184 or support@masshealthltss.com.

All other providers, please contact MassHealth at (800) 841-2900 or provider@masshealthquestions.com.

12. What if I have to provide medical services to a MassHealth member during the migration weekend?

It is important that services for MassHealth members are not disrupted during the AWS migration. If members need services during the migration weekend, please validate the MassHealth member's eligibility on Friday, before the MMIS & POSC shut down, and again on Monday, after the MMIS & POSC are operational. If a MassHealth member's eligibility cannot be validated, please continue providing services to MassHealth members that present a valid MassHealth ID card, or the ID card issued by their MassHealth Managed Care Entity.

13. Will there be any impact to the Prior Authorizations submitted through the LTSS Portal?

There will be minimal impact to Prior Authorizations submitted through the LTSS Portal over the cutover weekend. Only Extensions, Terminations, and Adjustment Prior Authorizations that look up existing Prior Authorization numbers may be impacted.

14. Will there be a delay in receiving my Prior Authorization or Pre-Admission Screening decision letters through MMIS/POSC?

The decision letters for Prior Authorizations and Pre-Admission Screenings adjudicated on Friday, March 14, 2025, will be unavailable for download from POSC until Monday, March 17 at 7:00 am.

What You Need to Know After the MMIS and POSC Migrate to AWS

15. If I experience any access issues after the migration is completed, what should I do?

Please follow these initial steps before contacting MassHealth.

- A) Ensure that you are using the correct POSC URL. Clear your browser cache, cookies, and all previous POSC bookmarks before trying to access the new POSC URL.
- B) Check in with your technical team and ensure that they have "safe listed" the 2 new MassHealth AWS IP addresses so that your organization can access the POSC in the cloud.
- C) If you have completed these steps and your organization still cannot access the MMIS or POSC, please capture screen shots and other relevant information that can be used to articulate your access issue to MassHealth.

16. I have logged into the VG and can view the POSC Home Page, but I received a “not authorized error message.”

Please select the login button on the POSC Home page to officially log into the POSC. Once a user is logged in, their user ID will be displayed next to the word “Welcome” at the top of the page. If you do not see these two items, then you are not officially logged in to the POSC.

17. If I complete all the access issue resolution steps outlined by MassHealth and my organization still cannot access the MMIS or POSC, who should I contact?

Please ensure that you have as much information as possible to clearly articulate your access issue. Then you may contact MassHealth.

LTSS providers, please contact the LTSS Provider Service Center at (844) 368-5184 or support@masshealthltss.com.

All other providers, please contact MassHealth at (800) 841-2900 or provider@masshealthquestions.com.

Do NOT contact the Virtual Gateway, they cannot assist you with any AWS access issues