



## Job Aid: Create a Conversion Request

This job aid describes how to create and submit a pre-admission screening (PAS) request using the MassHealth Provider Online Service Center (POSC). The PAS authorizes elective/nonemergency acute or chronic hospital stays.

You must have the Provider ID (PID) and Service Location (SL) for the facility to create a PAS request. Click on the **Providers** tab and enter the national provider identifier (NPI) to obtain the PID and SL.

1. If you are a Registered User, click the **Login** button on the POSC landing page.

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**MassHealth Provider Online Service Center**

The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

You will need a Username and password to access many of the services listed on the left. If you are currently a MassHealth provider but do not know your Username and password, please contact the Customer Service Center at 1-800-841-2900.

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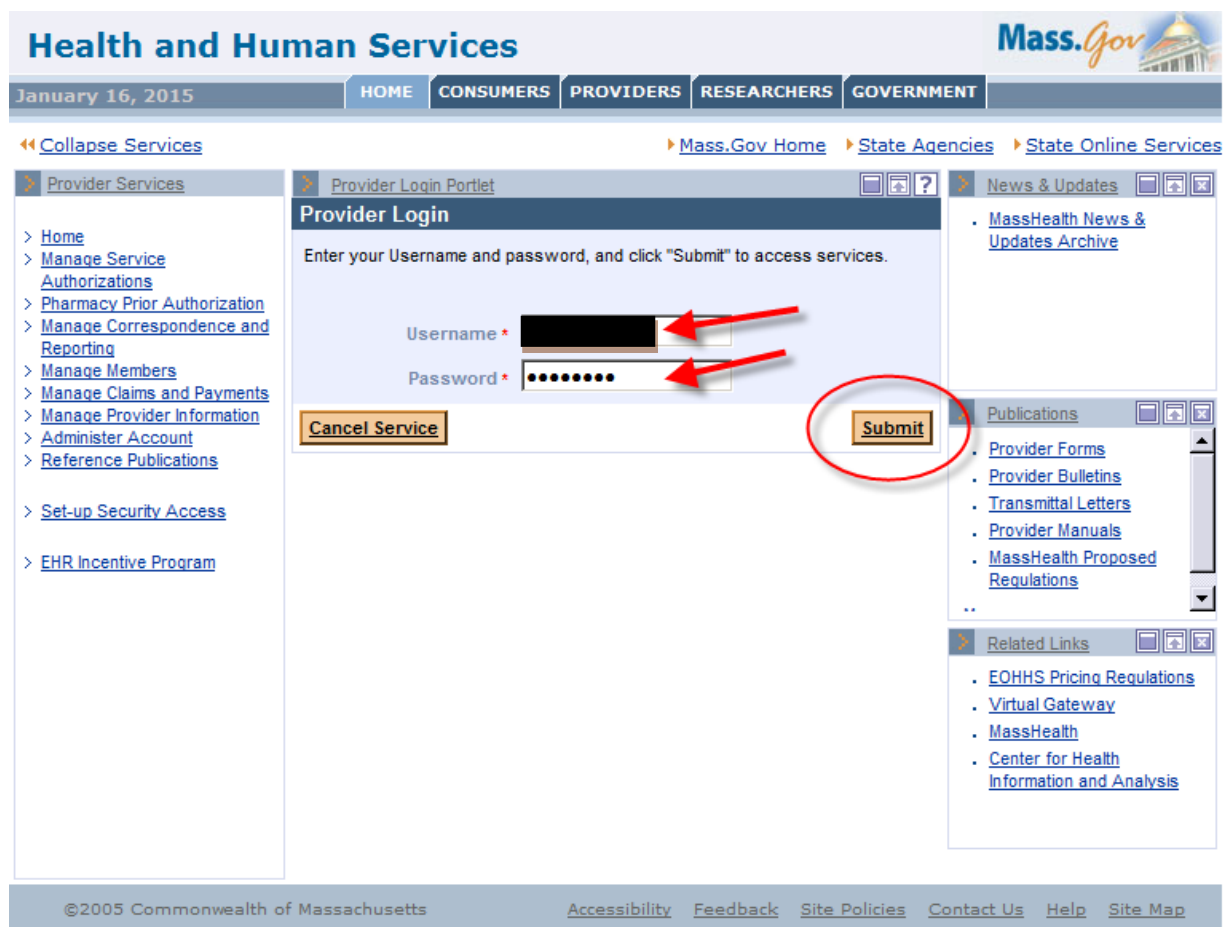
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2. In the Provider Login section, enter your username and password. Click **Submit**.



The screenshot displays the MassHealth Provider Login Portal. At the top, the header includes the "Health and Human Services" logo, the "Mass.gov" logo, and a navigation bar with links for HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. Below the header, a secondary navigation bar shows links for "Collapse Services", "Mass.Gov Home", "State Agencies", and "State Online Services". The main content area is divided into three sections. On the left, a "Provider Services" sidebar lists various options such as Home, Manage Service Authorizations, Pharmacy Prior Authorization, Manage Correspondence and Reporting, Manage Members, Manage Claims and Payments, Manage Provider Information, Administer Account, Reference Publications, Set-up Security Access, and EHR Incentive Program. The central section, titled "Provider Login Portlet", contains a "Provider Login" form. This form includes a "Cancel Service" button, a "Username" field with a red arrow pointing to it, a "Password" field with a red arrow pointing to it, and a "Submit" button circled in red. The right section, titled "News & Updates", lists "MassHealth News & Updates Archive" and "Publications" (including Provider Forms, Provider Bulletins, Transmittal Letters, Provider Manuals, and MassHealth Proposed Regulations). Below this, a "Related Links" section lists "EOHHS Pricing Regulations", "Virtual Gateway", "MassHealth", and "Center for Health Information and Analysis". The footer of the page contains copyright information for 2005 Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Health and Human Services

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January 16, 2015

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Provider Services

- > Home
- > Manage Service Authorizations
- > Pharmacy Prior Authorization
- > Manage Correspondence and Reporting
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Provider Login Portlet

**Provider Login**

Enter your Username and password, and click "Submit" to access services.

Username \*

Password \*

News & Updates

- MassHealth News & Updates Archive

Publications

- Provider Forms
- Provider Bulletins
- Transmittal Letters
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- MassHealth Proposed Regulations
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Related Links

- EOHHS Pricing Regulations
- Virtual Gateway
- MassHealth
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3. Click on **Manage Service Authorizations** on the left section of the page.

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Provider Services

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MassHealth Provider Online Service Center

### MassHealth Provider Online Service Center



The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

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4. Click on **Enter PAS Request**.

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Provider Services

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    - > **Enter PAS Request**
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## Base Information Instructions

Below is the Base Information page on the **PAS Information** tab. (See detailed instructions on the next page of this job aid.)

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**Provider Services**

- Home
- Manage Service
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    - Enter PAS Request**
    - Inquire/Maintain PAS Request
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  - Referrals
  - Request Transportation
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- Set-up Security Access
- FHR Incentive Program

**Enter PAS Request**

**PAS Information** | Line Items | Attachments | Confirmation

**Base Information**

PAS # [redacted] PAS Assignment: **ACUTE**

Requesting Provider: [redacted]

Contact Name: Your Name

Contact Phone: (617) 555-4545 Contact Fax: (617) 555-4546

You must either select the Facility name using the search or enter the Facility ID / Service Location

Facility: [redacted]

Facility Provider ID / Service Location: [redacted]

Facility Contact Name: Your Name

Facility Contact Phone: (617) 555-4545 Facility Contact Fax: (617) 555-4546

Please select a MassHealth provider, enter the MassHealth Provider ID / Service Location or enter the information for the non-MassHealth Attending Physician.

Attending Physician: [redacted] OR

Attending Provider ID / Service Location: [redacted]

Attention: [redacted]

Phone Number: [redacted]

OR

Attending Physician: [redacted]

Phone Number: [redacted]

Address Line 1: [redacted]

Address Line 2: [redacted]

City: [redacted] State: [redacted]

Zip Code: [redacted]

Member ID: [redacted]

Patient Account #: X 12345

Accident Indicator: Yes Accident Type: **AUTO ACCIDENT**

Admission Date: 02/02/2015 Accident Date: 01/01/2015

Length of Stay: 5

Conversion Date: [redacted] Rejected Claim ICN: [redacted]

Late Submission Reason: [redacted]

Retro / Conversion Reason: [redacted]

Out of State Reason: [redacted]

ICD Version: ICD-9 ICD-10

Primary Diagnosis: A922

Diagnosis 2: [redacted]

Diagnosis 3: [redacted]

Diagnosis 4: [redacted]

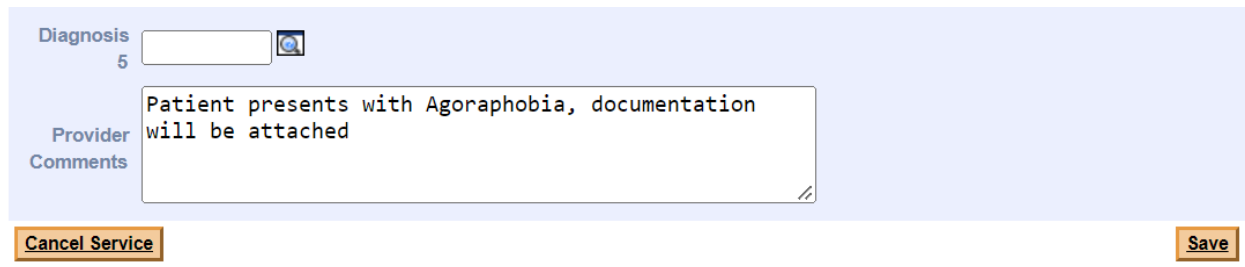
Diagnosis 5: [redacted]

[Cancel Service](#) [Save](#)

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## Base Information Instructions, continued:

1. Fill in the required fields. Required fields are denoted with an asterisk (\*).
  - **Admission Date** is the admission date to the facility. The conversion date will be entered further down.
  - **Length of Stay** is the entire length of stay, from admission date thru the days requested in the line item.
  - Fields with dropdown lists allow you to pick an option from a list of valid values.  
  
**Note:** *You must choose “Acute,” “Acute with Rehab,” or “Chronic” from the PAS Assignment field. If you are submitting the request from a chronic disease and rehab hospital, you should always choose “Chronic”*
  - Fields with a magnifying-glass icon have a pop-up search option. Selecting a value from the search result will populate this field for you. You may also manually enter details.
2. Include PID and SL when entering information in the Facility Provider ID and Attending Provider ID fields.
3. If the Accident Indicator field is set to Yes, you must fill in the Accident Type and Accident Date fields.
4. Use the Provider Comments box (see below) to note any additional details about the procedure. If you have more than five CPT codes to enter, you can enter them here.



The screenshot shows a form with a light blue background. On the left, there are two labels: "Diagnosis" with a small "5" below it, and "Provider Comments". To the right of "Diagnosis" is a text input field with a magnifying-glass icon to its right. Below the "Diagnosis" field is a larger text area for "Provider Comments" containing the text "Patient presents with Agoraphobia, documentation will be attached". At the bottom left of the form is a button labeled "Cancel Service", and at the bottom right is a button labeled "Save".

5. Fill in the **Conversion Date** and **Retro/Conversion Reason**. These fields are required to complete a conversion.
  - **Conversion Date** is the date that MassHealth will become the primary payer. For example, if the primary payer exhausts on 1/15/2023, the conversion date to MassHealth is 1/16/2023.
  - Select the appropriate Retro/Conversion Reason from the dropdown list.  
  
**Note:** *If the conversion date is before the submission date of the request, you will also need to complete the **Late Submission Reason** field.*
6. Click **Save**.

## Line Item Instructions

The Line Items panel allows the provider to enter specifics about the requested stay.

1. Click the **Line Items** tab.

The screenshot shows the 'Health and Human Services' web application interface. The top navigation bar includes the date 'January 16, 2015', the 'Mass.gov' logo, and a 'Logout' button. Below this is a secondary navigation bar with tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The 'PROVIDERS' tab is active, and the user is logged in as 'Welcome [redacted] hospi'. The main content area is titled 'Enter PAS Request' and contains four sub-tabs: 'PAS Information', 'Line Items' (which is circled in red), 'Attachments', and 'Confirmation'. On the left side, there is a 'Provider Services' menu with a tree structure. The 'Line Items' tab is active, displaying a 'List of Line Items' table with columns: 'Line Item', 'Requested Care Level', 'Requested Effective Date - Requested End Date Range', 'Req. Days', and 'Status'. Below the table are buttons for 'Cancel Service', 'New Item', and 'Save'.

2. Click the **New Item** button.

This screenshot is similar to the previous one, showing the 'Health and Human Services' web application with the 'Line Items' tab selected. The 'List of Line Items' table is visible, and a red arrow points to the 'New Item' button located at the bottom right of the table area. The 'Cancel Service' and 'Save' buttons are also visible.

3. Complete all required fields indicated with an asterisk.

**Note:** *Requested Level of Care* will be either **Chronic Rehab: Hospital Level of Care** or **Chronic Rehab: Administrative Day Level of Care**.

*Requested Admission Type* will be either **Medical** or **Rehab**.

*Requested Effective Date* is the date you are requesting MassHealth to become the primary payer.

*Requested Days* is how many days you are requesting to be authorized.

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[Provider Services](#)

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- Provider Search
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    - Enter PAS Request**
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- Related Links

**Enter PAS Request**

[PAS Information](#) [Line Items](#) [Attachments](#) [Confirmation](#)

**List of Line Items**

Line Item	Requested Care Level	Requested Effective Date - Requested End Date Range	Req. Days	Status
<a href="#">New Item</a>				

**Line Item Detail**

Line Item A

Status IN PROCESS OF PROVIDER SUBMISSION

Requested Care Level **ACUTE - HOSPITAL LEVEL OF CARE**

Requested Effective Date **04/06/2022**

Requested End Date

Requested Days **5**

Req. Admission Type **Medical**

Proc. Code **M0575**

Proc. Code 2

Proc. Code 3

Proc. Code 5

Primary Proc. Date **04/06/2022**

Secondary Proc. Date

Proc. Code 4

Supporting Documentation

NIPPV **No**

TBI/ABI **No**

Behavioral Health **No**

Ventilator Dependent **No**

Tracheotomy **No**

Substance Abuse **No**

Total Parenteral Nutrition **No**

Reason Code/Description

[Cancel Item](#) [Add](#)

[Cancel Service](#) [Save](#)



4. Select Yes or No for NIPPV, TBI/ABI, Behavioral Health, Ventilator Dependent, Tracheostomy, Substance Abuse, and Total Parenteral Nutrition. These fields are defaulted to “No,” so make sure the answers accurately reflect the request being submitted.
5. Click the **Add** button to add the line item data to the request.

**Note:** *Do not add more than one line item.*

6. Click **Save**.

## Attachments Instructions

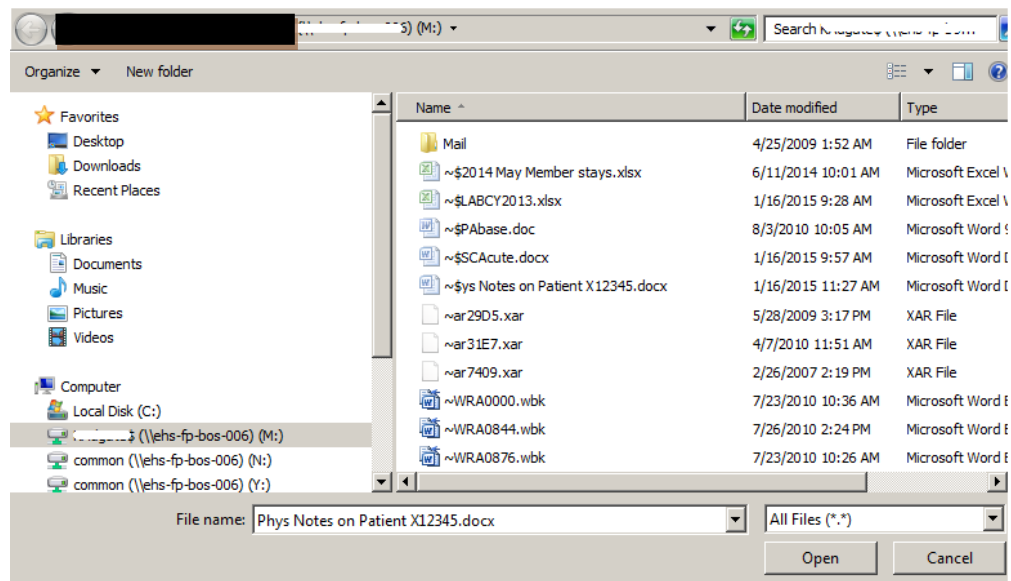
Include any clinically pertinent documentation with your request.

1. Click on the **Attachments** tab.
2. Click the **New Item** button to add an attachment to the PAS request.

The screenshot displays the 'Enter PAS Request' page in the MassHealth Provider Online Service Center. The left sidebar shows a navigation menu with 'Provider Services' expanded, and 'Enter PAS Request' selected under 'Pre-Admission Screening'. The main content area has four tabs: 'PAS Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Attachments' tab is active, showing a 'List of Attachments' table with columns for 'Date Attached', 'Reference #', and 'Description'. A red arrow points to the 'Attachments' tab, and another red arrow points to the 'New Item' button located at the bottom right of the table. Below the table are 'Cancel Service' and 'Save' buttons. The top of the page includes a 'Welcome' message and links to 'Mass.Gov Home', 'State Agencies', and 'State Online Services'.

3. On the **Attachments Detail** page, select the **Report Type** from the dropdown list.
4. Select ELECTRONICALLY ONLY from the **Transmission Code** dropdown list.
5. In the **Description** field, enter a brief description of the document you are attaching.
6. Click the **Browse** button to locate the electronic document on your computer.

7. Select a file on your computer and click **Open**. This will populate the file name on the panel.



8. Click **Add/Upload** to attach your selected file to the request.
9. You may attach additional documents by repeating the process. We recommend noting the specific report type. For example:
  - Medical Record Attachment;
  - Physicians Report; or
  - Radiology Report.
10. Click **Save**.

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Provider Services Enter PAS Request

PAS Information Line Items Attachments Confirmation

List of Attachments

Date Attached	Reference #	Description
<a href="#">New Item</a>		

Attachments Detail

Report Type \* PHYSICIANS REPORT Reference #

Transmission Code \* ELECTRONICALLY ONLY Control #

Description \* Tests and Lab results

File Name M:\Phys Notes on Patient X12345.docx Browse...

Cancel Item Add / Upload Save

Cancel Service

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## Confirmation/Completion Instructions

1. Click on the **Confirmation** tab. This is where you will submit the new request for review.
2. Click **Submit**.

The screenshot shows the 'Health and Human Services' web portal. The top navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The user is logged in as 'lawrenceegenhospi'. The left sidebar contains a tree view with 'Provider Services' expanded, showing 'Enter PAS Request' as the selected item. The main content area has tabs for 'PAS Information', 'Line Items', 'Attachments', and 'Confirmation'. The 'Confirmation' tab is active, displaying a message: 'You are about to submit a Pre-Admission Screening request for Member: 100007980186. Please verify the information below and then click "Submit".' Below the message, there are fields for 'PAS Assignment ACUTE', '# of Lines 1', and 'Facility'. At the bottom of the form, there are three buttons: 'Cancel Service', 'Submit', and 'Save'. A red arrow points to the 'Submit' button, which is highlighted with a red box.

## IMPORTANT:

- If you click **Save**, the request is not complete. The data you entered will be saved in the system for completion and submission at a later time. The status of the saved request will say, "In Process of Provider Submission."
- Once you click **Submit**, the request will say, "Ready for Review."

**Note:** *The request will not be reviewed until you click Submit.*

- When you click **Submit**, the data you entered is edited and validated.
- If you receive any errors, you must fix them before the request can be resubmitted.

**Note:** *Open the tab where the field in error is found and correct the error or add missing required values.*

- If you receive warnings, acknowledge them by checking the box. You do not need to make changes to any data fields.
- After you have corrected the errors and acknowledged the warnings, you will see a new page called the Pre-Admission Screening Response page.

## The Pre-Admission Screening Response

This page will give you the PAS number and confirm successful submission of your PAS request.

The screenshot shows the 'Pre-Admission Screening Response' page in the MassHealth Provider Online Service Center. The page header includes 'Health and Human Services' and 'Mass.gov'. A navigation bar at the top contains links for HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT, along with a Logout button. A secondary navigation bar shows 'Collapse Services' and 'Welcome In...'. The left sidebar lists various services under 'Provider Services', with 'Pre-Admission Screening' and 'Enter PAS Request' highlighted. The main content area displays a confirmation message: 'You have successfully submitted the Pre-Admission Screening request for [redacted]'. Below this, it states 'The following PAS number should be retained for your records.' and shows 'PAS # S150160001' circled in green. A note advises users to use the PAS number for all additional information. A disclaimer states that the PAS number is for tracking purposes only and does not constitute an approval. At the bottom, there is a button labeled 'Enter Another Pre-Admission Screening'.

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Provider Services

Enter PAS Request

Pre-Admission Screening Response

You have successfully submitted the Pre-Admission Screening request for [redacted]

The following PAS number should be retained for your records.

PAS # S150160001

Note: Please use the PAS number above for all additional information that is sent separately.

Disclaimer: This PAS number is for tracking purposes only and does not constitute an approval.

If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900.

Enter Another Pre-Admission Screening

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This screen will confirm that your request has been successfully submitted. The final step is to call the CDRH dedicated line at (800) 554-5127 and leave a message. Say that you have submitted a conversion request and include the PAS number.