



Job Aid: Create Accounts

The Primary User is responsible for managing access to their organization's information on the MMIS Provider Online Service Center (POSC). Only the Primary User for a MassHealth-enrolled organization (provider, relationship entity) can create subordinate accounts for staff members and assign access for users to perform services on the POSC (submit claims, check eligibility, etc.). The Primary User can also provide access to other providers and billing entities to perform services on behalf of their organization by linking user accounts.

The Primary User within each organization must ensure that each person who requires access is assigned a unique user ID. Do not create more than one user ID per person. Only one user ID per user is allowed. Sharing user IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Every user who is assigned a user ID is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (MMIS, for example). The Primary User must ensure that each of the organization's users are made aware that they are responsible for the use of the ID and that it may be terminated if the user violates the VG Terms and Conditions.

The Primary User will need to make subordinate account changes, such as changing services, resetting passwords, or removing subordinate accounts that are no longer in use. The Primary User must ensure that a backup Primary User (administrator) is assigned to support user access requests and resolve issues in the Primary User's absence.

This job aid describes how to create a subordinate account.

Create a Subordinate Account

From the **Provider Online Service Center** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.

Health and Human Services Mass.gov

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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.

If you suspect that the security of your account has been compromised, please contact the MassHealth Customer Service Center at 1-800-841-2900.

Need more information?
[FAQs](#)

3. Choose the Provider ID/Service Location (PID/SL) from the Provider dropdown menu.
Note: This is the PID/SL that you want to create the subordinate for.
4. On the **Subordinates Search** panel, click **New Subordinate**.

The screenshot displays the 'Health and Human Services' website interface. At the top, there is a navigation bar with the date 'March 12, 2023' and menu items: HOME, CONSUMERS, PROVIDERS, RESEARCHERS, GOVERNMENT, and Logout. The 'Mass.gov' logo is in the top right corner. Below the navigation bar, there is a breadcrumb trail: 'Mass.Gov Home > State Agencies > State Online Service:'. The main content area is titled 'Subordinates Search' and includes the instruction 'Select from the Provider dropdown to manage subordinates.' There is a 'Provider' dropdown menu, 'First Name' and 'Last Name' input fields, a 'Clear' button, and a 'Search' button. A red arrow points to the 'New Subordinate' button, which is highlighted in orange. Another orange button labeled 'Link Subordinate' is also visible.

Enter New Subordinate Information

On the **Add New Subordinate** panel:

5. Enter the subordinate's last name in the **Last Name** field.
6. Enter the subordinate's first name in the **First Name** field.
7. Enter the subordinate's date of birth in the **Date of Birth** (mm/dd) field. Do not enter the year.
8. Enter the subordinate's four-digit PIN (identified by the user or defined by the administrator).
9. Enter the subordinate's email address in the **Email** field.
10. Enter the subordinate's zip code in the **Zip Code** field.
11. Move the services you want the subordinate to have access to from the **Available Services** column to the **Assigned Services** column by using the forward arrow key.
12. Click **Submit**.

The screenshot shows the 'Add New Subordinate' form within the 'Manage Subordinate Accounts' section. The form includes fields for Last Name, First Name, Middle Initial, Date of Birth (mm/dd), PIN (4 digit number), Email Address, and Zip Code. Below these fields is a section for selecting services, with 'Available Services' and 'Assigned Services' columns. A red arrow points to the 'Submit' button at the bottom right. The 'Submit' button is highlighted in orange. At the bottom left, there are buttons for 'Cancel Service' and 'Return to Search Results'.

5. Take note of the system-generated username and password on the confirmation message.