



## Job Aid: Create Accounts

The primary user is responsible for managing access to their organization's information on the Medicaid Management Information System (MMIS) Provider Online Service Center (POSC). Only the primary user for a MassHealth-enrolled organization (for example, provider or 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 or unlinking 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**.


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- Manage Correspondence and Reporting
- Manage Members
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The Provider Online Service Center provides the tools to effectively manage your business with MassHealth electronically. Use these services to view data, manage your profile information, and submit and retrieve transactions.



Directly enter data and modify individual transactions (i.e. claims submission & status, eligibility verification, service authorizations, etc.); manage access to your data.



View your notifications, contracts, reports, metrics, and financial data.



Download most MassHealth forms and publications.

**Pre-login Services**

Reference publications  
News and Updates  
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View broadcast message

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

You will need a Username and password to access many of the services listed in the menu. If you are currently a MassHealth provider and require log in assistance, please contact the MassHealth Customer Service at 1-800-841-2900.

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

Welcome [Redacted]

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## ☰ MassHealth Provider Online Service Center (POSC)

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- Request Primary User Report
- Access Primary User Report
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Manage Subordinate Accounts ?

### Subordinates Search

Select from the Provider dropdown to manage subordinates.

Search Providers

Provider •

First Name  Last Name

Created and Linked View  End-Dated View



## 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)
9. Enter the subordinate's unique business email address in the **Email** field.
10. Enter the subordinate's zip code in the **Zip Code** field.
11. You can choose which services you want the subordinate to access. Click the forward arrow key to move those services from the **Available Services** column to the **Assigned Services** column.
12. Click **Submit**.

The screenshot shows the 'Add New Subordinate' form in the MassHealth POSC. 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. A red arrow points to the Zip Code field. Below the form, there is a section for selecting services, with a red arrow pointing to the 'Submit' button. The left sidebar shows a navigation menu with 'Administer Account' and 'Manage Subordinate Accounts' highlighted. The footer contains copyright information and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Take note of the system-generated username on the confirmation message. The subordinate user will receive an email from the Virtual Gateway with instructions on how to set up their business account to use multifactor authentication.