



Job Aid | Enroll a Member in One Care

One Care is a comprehensive health plan that covers all of the services reimbursable under Medicare and MassHealth through a One Care organization and its network of providers.

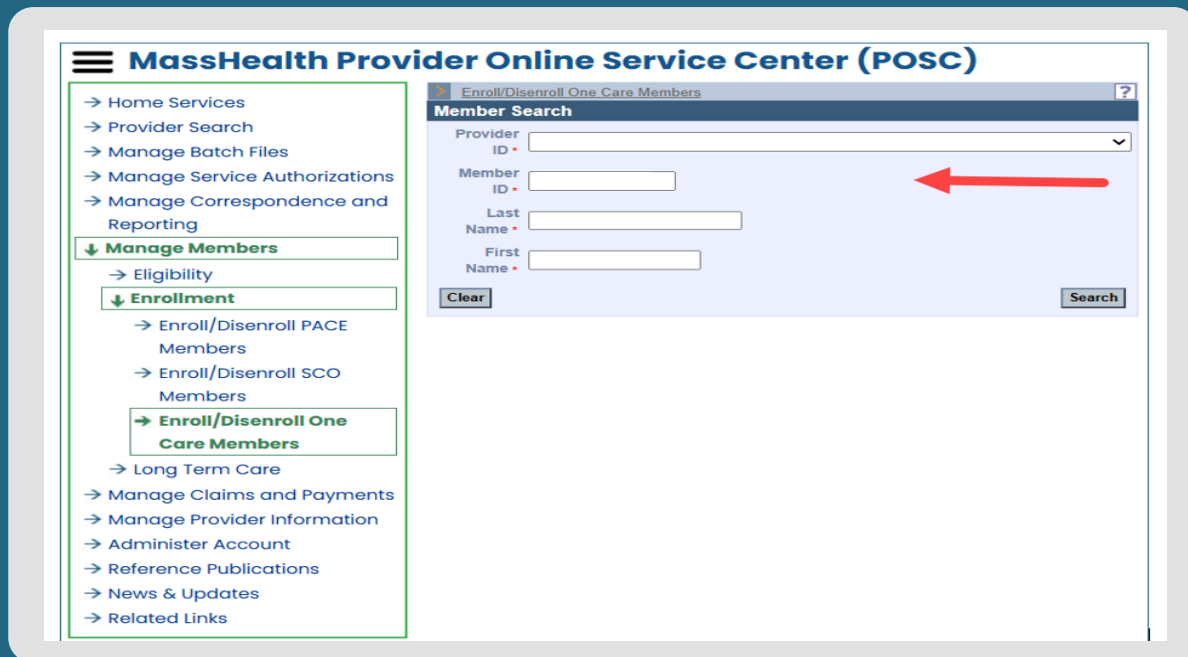
This job aid describes how to do the following.

- Search for a member record.
- Confirm the rate cell.
- Certify that the individual completed the MassHealth application.
- Submit the enrollment.

► Access Enroll/Disenroll One Care Members

From the **POSC** home page:

1. Click **Manage Members**.
2. Click **Enrollment**.
3. Click **Enroll/Disenroll One Care Members**. The **Member Search** panel displays.



Member Search Panel

► Search for Member Record

On the **Member Search** panel:

4. Verify that your health plan's provider ID defaults in the **Provider ID** field.
5. Enter the **Member ID**.
6. Enter the MassHealth member's **Last Name**. (The last name must be spelled exactly as it appears on the MassHealth member's ID card.)
7. Enter the MassHealth member's **First Name**. (The first name must be spelled exactly as it appears on the MassHealth member's ID card.)
8. Click **Search** to locate the member's information.

Note: The search authenticates the user and validates eligibility. If the member is eligible to enroll in One Care, the user is navigated to the **Verification** panel.

► Verify Rate Cell

On the **Verification** panel:

9. Verify that the rate cell is correct for the member.
10. Click **Confirm** to enroll the member in the rate cell. The **Certification** panel displays.

The screenshot displays the 'MassHealth Provider Online Service Center (POSC)' interface. On the left is a navigation menu with options like 'Home Services', 'Provider Search', and 'Manage Members'. The 'Manage Members' section is expanded to show 'Enrollment' and 'Enroll/Disenroll One Care Members'. The main content area is titled 'Enroll/Disenroll One Care Members' and 'Verification'. It contains a form with fields for Provider ID, Member ID, Member Name, Address, City, Zip Code, Provider NPI, Medicare #, Date of Birth, State, and Phone #. Below the form, it states 'This member is eligible for:' and shows 'Program Type One Care' and 'Rate Cell DC1 -Community Other'. A question asks 'Do you want to enroll this member in this rate cell?' with instructions to click 'Confirm' or 'Cancel Service'. The 'Confirm' button is highlighted with a red box.

**Certification
Panel**

► Certify Member

On the **Certification** panel:

11. Select the **Certification** checkbox to certify that the member has a MassHealth enrollment package on file.
12. Click **Submit** to submit the enrollment. The **Confirmation** panel displays.

Note: This certifies that the member has completed the requirements for a One Care applicant and submits the certification.

Enroll/Disenroll One Care Members ?

Certification

I certify that the enrollee has completed the MassHealth Enrollment Application for this program. Furthermore, this application is on file and will be available for review by CMS and MassHealth. *

If you require assistance or support related to this application, please contact 1-888-885-0484.

[Cancel Service](#) [Submit](#)

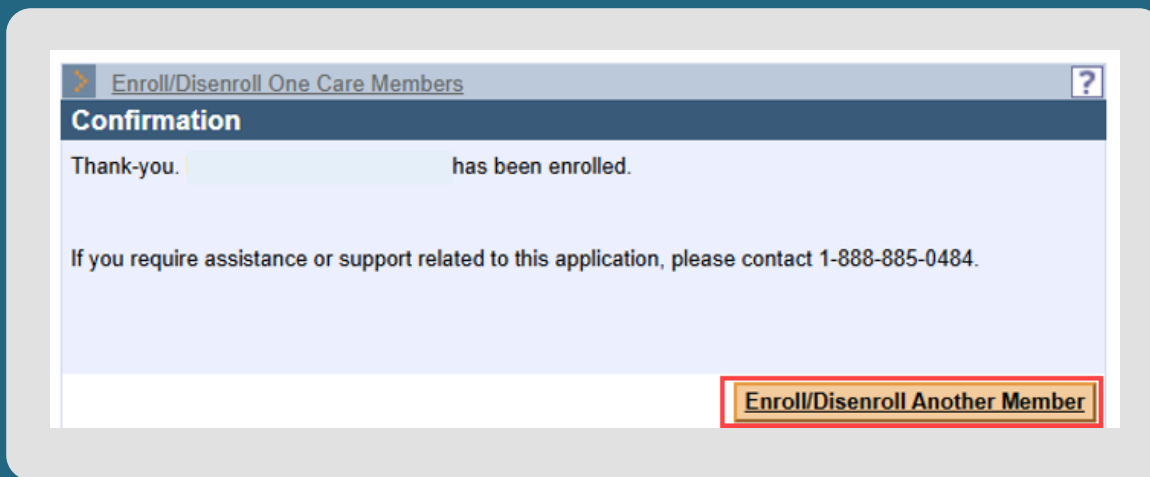
**Submit
Certification
Panel**

► Confirmation

On the **Confirmation** panel:

13. Verify that the enrollment has been validated by MMIS.

Note: The member is enrolled as of the first calendar day of the following month. The provider will receive a confirmation via the 834 batch file transaction.



Confirmation Panel

14. Click **Enroll/Disenroll Another Member** if you have additional enrollments, or click **Home** on the left menu to end the process.

► **If you experience any issues with enrolling or disenrolling participants, please contact the Integrated Care Team at enrollmentoperations@mass.gov.**