



## Job Aid: Enroll a Member in PACE

The Program of All-inclusive Care for the Elderly (PACE) is a comprehensive health program designed to keep frail, older individuals living in the community. PACE serves individuals who are 55 and older, certified to need nursing home care, and able to live safely in the community at the time

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 PACE Members

From the **POSC** home page:

1. Click **Manage Members**.
2. Click **Enrollment**.
3. Click **Enroll/Disenroll PACE Members**.



## Search for Member Record

On the **Member Search** panel:

4. Verify 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.

The screenshot shows the 'Health and Human Services' portal on Mass.gov. The left sidebar contains a 'Provider Services' menu with options like 'Home', 'Provider Search', 'Manage Batch Files', 'Manage Service Authorizations', 'Manage Correspondence and Recoding', 'Manage Members', 'Enrollment', 'Enroll/Disenroll PACE Members', 'Enroll/Disenroll SCO Members', 'Long Term Care', 'Manage Claims and Payments', 'Manage Provider Information', 'Administer Account', 'Reference Publications', 'News & Updates', and 'Related Links'. The main content area is titled 'Member Search' and includes fields for 'Provider ID' (with a dropdown), 'Member ID', 'Last Name', and 'First Name'. There are 'Clear' and 'Search' buttons at the bottom of the search form.

## Verify Rate Cell

On the **Verification** panel:

9. Verify the member information.
10. Verify the rate cell is correct for the member.
11. Click **Confirm** to enroll the member in the rate cell.

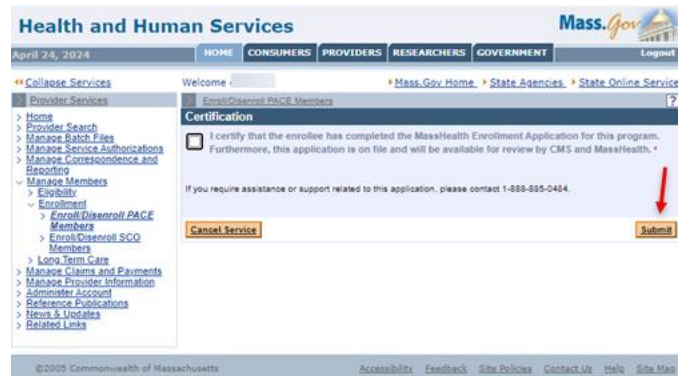
The screenshot shows the 'Verification' panel in the Mass.gov portal. It displays member information including 'Provider ID', 'Member ID', 'Member Name', 'Address', 'City', 'State', and 'Zip Code'. It also shows 'Provider NPI', 'Medicare #', and 'Date of Birth'. Below this, it states 'This member is eligible for:' followed by 'Program Type: PACE' and 'Rate Cell: PACD2-PACE-DUALLY ELIGIBLE'. A question asks 'Do you want to enroll this member in this rate cell?' with instructions to select 'Confirm' if yes or 'Cancel Service' if no. A red arrow points to the 'Confirm' button. The footer includes copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

## Certify Member

On the **Certification** panel:

12. Select the Certification checkbox to certify that the member has a MassHealth Enrollment package on file.
13. Click **Submit** to submit the enrollment.

**Note:** This certifies that the member has completed a PACE Enrollment Agreement.



## Confirmation

On the **Confirmation** panel:

14. 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.

15. 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](mailto:enrollmentoperations@mass.gov).