



Job Aid: Enroll a Member in Senior Care Options

Senior Care Options (SCO) is a comprehensive health plan that covers all of the services reimbursable under Medicare and MassHealth through a senior care organization and its network of providers.

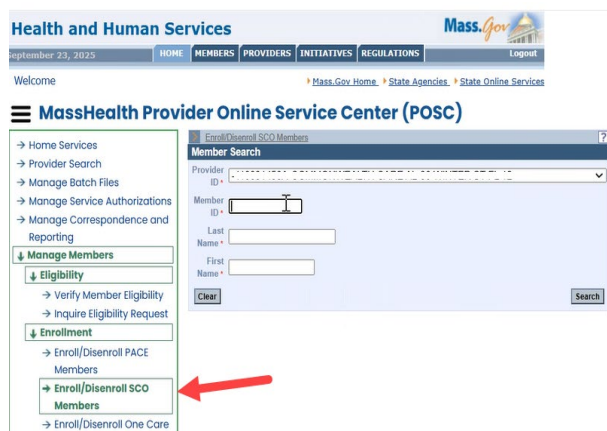
This job aid describes how to do the following.

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

Access Enroll/Disenroll SCO Members

From the **POSC** home page:

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



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 SCO, then 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 shows the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a navigation bar with the date "September 23, 2025" and a "Logout" button. Below this is a main navigation menu with options: HOME, MEMBERS, PROVIDERS, INITIATIVES, and REGULATIONS. The page title is "MassHealth Provider Online Service Center (POSC)".

The left sidebar contains a list of services:

- Home Services
- Provider Search
- Manage Batch Files
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- Eligibility
 - Verify Member Eligibility
 - Inquire Eligibility Request
- Enrollment
 - Enroll/Disenroll PACE Members
 - Enroll/Disenroll SCO Members
 - Enroll/Disenroll One Care Members
 - Long Term Care
 - Manage Claims and Payments
 - Manage Provider Information

The main content area is titled "Enroll/Disenroll SCO Members" and contains a "Verification" form. The form fields include:

- Provider ID
- Member ID
- Member Name
- Address
- Address Line 2
- City
- Zip Code
- Provider NPI
- Medicare #
- Date of Birth
- State
- Phone #

Below the form, it states: "This member is eligible for:"

- Program Type: SCO
- Rate Cell: COM2 - SCO-Community Other MCAID Only

The form asks: "Do you want to enroll this member in this rate cell?" and "If yes, please select the Confirm button. If no, please select the Cancel Service button." At the bottom, there are two buttons: "Cancel Service" and "Confirm".

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 an SCO applicant and submits the certification.

The screenshot shows the MassHealth Provider Online Service Center (POSC) interface. The top navigation bar includes the date "September 23, 2025" and menu items: HOME, MEMBERS, PROVIDERS, INITIATIVES, REGULATIONS, and Logout. The main header reads "Health and Human Services" and "Mass.gov". Below the header, there are links for "Mass.Gov Home", "State Agencies", and "State Online Services". The main content area is titled "MassHealth Provider Online Service Center (POSC)". On the left, a sidebar menu lists various services, with "Enroll/Disenroll SCO Members" highlighted. The main panel displays the "Certification" section, which includes a checkbox labeled "Certification" that is checked. The text next to the checkbox reads: "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." Below this text is a contact number: "If you require assistance or support related to this application, please contact 1-888-885-0484." At the bottom of the panel, there are two buttons: "Cancel Service" and "Submit". The "Submit" button is highlighted with a red box.

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.

The screenshot shows the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a navigation bar with the date "September 23, 2025" and tabs for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". The "Mass.gov" logo is in the top right corner. Below the navigation bar, there is a "Welcome" message and links to "Mass.Gov Home", "State Agencies", and "State Online Services". The main heading is "MassHealth Provider Online Service Center (POSC)". On the left, there is a sidebar menu with options: "Home Services", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Manage Correspondence and Reporting", "Manage Members" (expanded), "Eligibility" (expanded), "Enrollment" (expanded), and "Enroll/Disenroll SCO Members" (expanded). The "Enroll/Disenroll SCO Members" option is highlighted. The main content area shows a "Confirmation" message: "Thank-you, [redacted] has been enrolled." Below this, there is a note: "If you require assistance or support related to this application, please contact 1-888-885-0484." At the bottom right of the main content area, there is a button labeled "Enroll/Disenroll Another Member".

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.