



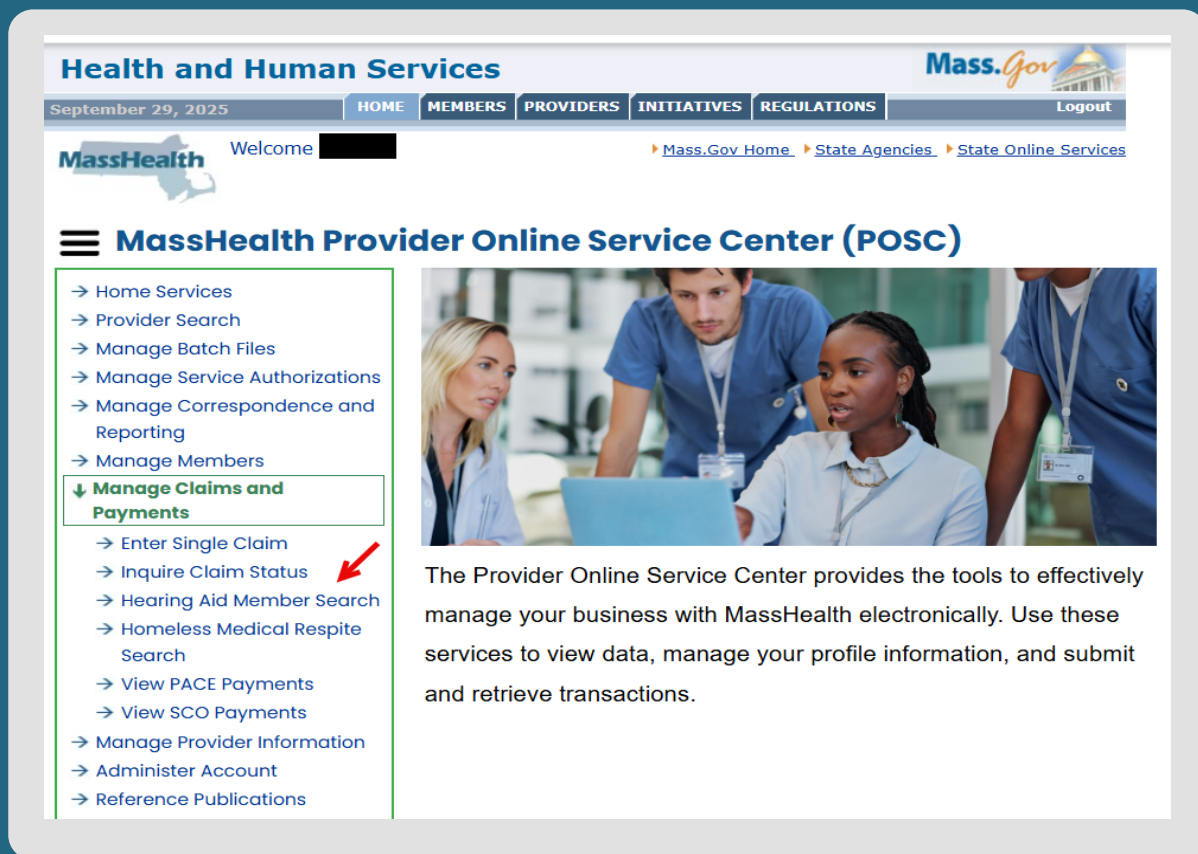
Job Aid | Hearing Aid Member Search

This job aid describes how to determine when a member has received hearing aid services.

► Access the Hearing Aid Member Search Panel

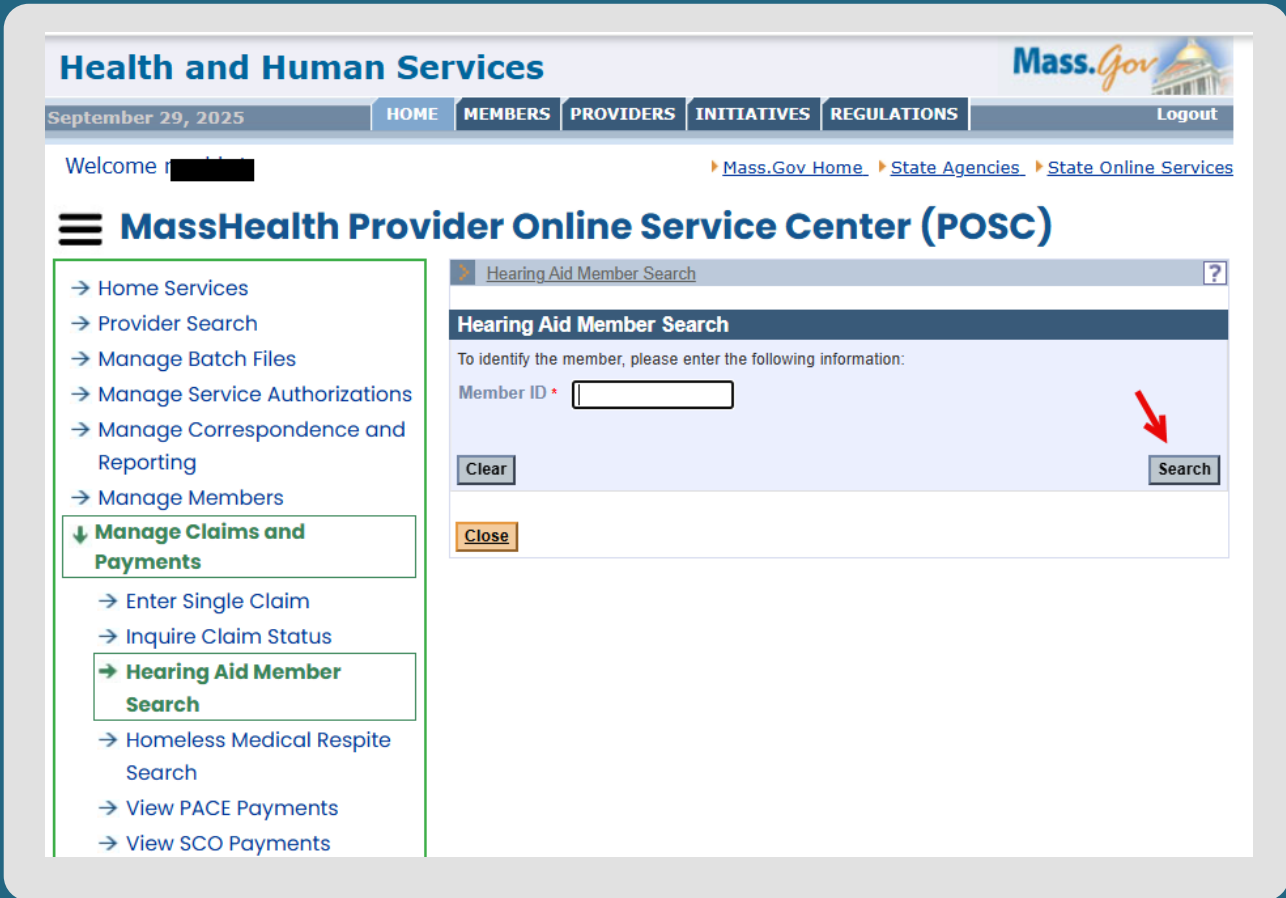
From the **Provider Online Service Center (POSC)** home page:

1. Log in to the POSC.



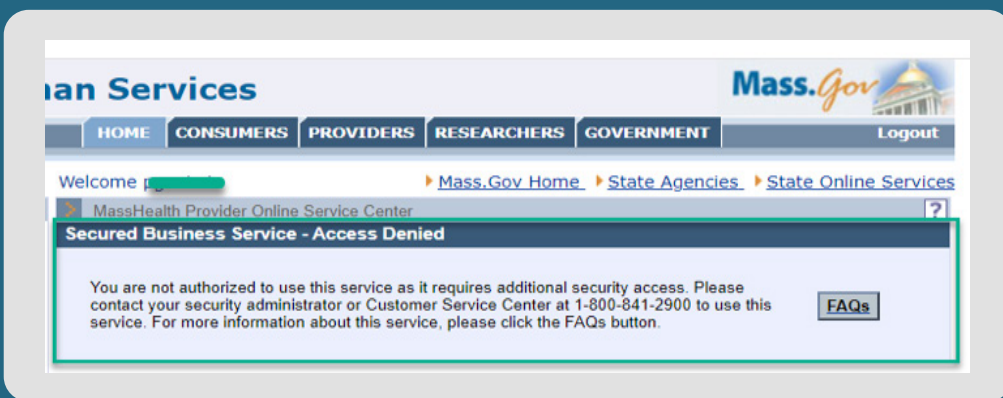
Hearing Aid Member Search Panel

2. Click **Hearing Aid Member Search** in the left-hand navigation pane, under **Provider Services**.



Hearing Aid Member Search Panel

Note: If you do not have access to the Hearing Aid Member Search panel, you will receive the following message.



Access Denied Panel

3. Enter a valid 12-digit MassHealth member identification number in the **Member ID** field. This is a required field.
4. Click **Search**.

► Hearing Aid Member Search Results

From the **Hearing Aid Member Search** panel:

- Determine whether the member identified in the **Member ID** field has received hearing aid services.

Note: "Hearing aid services" are defined by the business. Only those defined as such will appear in the **Hearing Aid Member Search Results**. If the member has received services, the results will identify the **Member ID**, **Member Name**, **Procedure** code(s), any applicable **Modifiers**, the From Date of Service (**FDOS**), and the To Date of Service (**TDOS**). If the member has not received services, the results will indicate that no records were found.

Hearing Aid Member Search Panels

The screenshot shows the "Hearing Aid Member Search" panel on the Mass.gov website. The search criteria include Member ID: 11000. The results table is as follows:

Member ID	Member Name	Procedure	Modifiers	FDOS	TDOS
100	CC	V5266		07/01/2021	07/01/2021
100	CC	V5160		06/30/2021	06/30/2021
100	CC	V5261		06/30/2021	06/30/2021
100	CC	V5264		06/30/2021	06/30/2021

The screenshot shows the "Hearing Aid Member Search" panel on the Mass.gov website. The search criteria include Member ID: 11000. The results section displays "No Records Found".

- Click **Close**.

► Field Help

From the **Hearing Aid Member Search** panel:

1. Click on the **Member ID** field to display the **Field Help**.

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, the header includes "Health and Human Services" and the "Mass.gov" logo. A navigation bar contains links for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS", along with a "Logout" button. The date "September 29, 2025" is shown on the left. Below the navigation bar, a "Welcome" message is followed by a breadcrumb trail: "Mass.Gov Home > State Agencies > State Online Services". The main heading is "MassHealth Provider Online Service Center (POSC)".

On the left side, there is a sidebar menu with various service options. The "Hearing Aid Member Search" option is highlighted with a green border and a green arrow. The main content area shows the "Hearing Aid Member Search" panel. It includes a search form with a "Member ID" field, a "Clear" button, and a "Search" button. A red arrow points to the "Member ID" field. Below the search form, the "Hearing Aid Member Search Results" section displays "No Records Found" and a "Close" button.

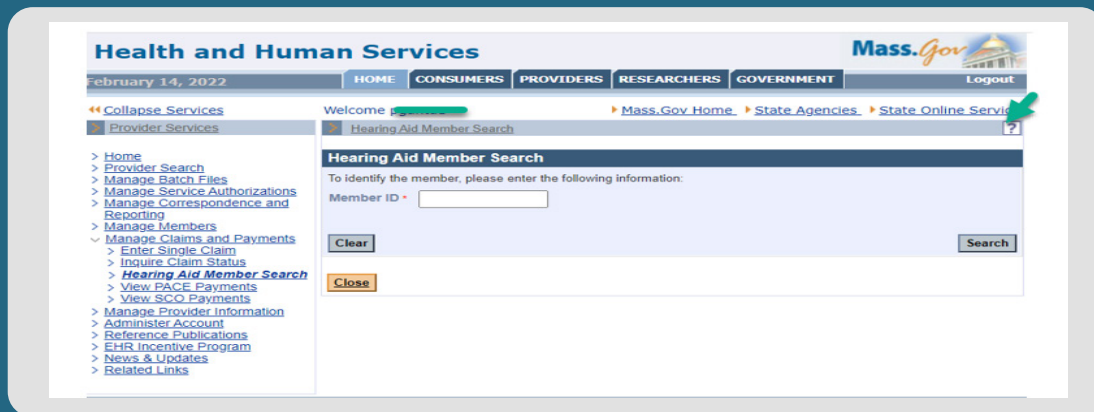
A "Field Help" popup window is overlaid on the search results. The popup title is "Field Help - Google Chrome" and the URL is "about:blank". The text inside the popup reads: "Unique 12-digit number assigned by MassHealth to identify an individual member." A "Close" link is located at the bottom right of the popup.

Member ID Field Panel

▶ Panel Help

From the **Hearing Aid Member Search** panel:

2. Click on the question mark icon to open the **Panel Help**.



Help
Panel

Note: This will open the page's help function, which explains how to use the panel.

Help Function

MassHealth Provider Online Service Center

Hearing Aid Member Search

The Hearing Aid Member Search panel allows the user to search for claims by entering Member ID.

- Fields marked with a red asterisk (*) are required.
- Error Resolution:

If an error is detected a statement is displayed in the upper portion of the panel. The statement indicates the problem and the method of correction and is preceded by a small red circle with a white "x" (●) in it. The small red circle with a white "x" (●) also appears next to required fields that are in error.
- Click ☒ to close this Help Panel.

Step	Action	Response
1	<u>Type Values</u> To define search, type values in the Member ID field.	
2	Click Search to submit the search criteria.	A Hearing Aid Member Search Results panel is displayed or a statement that no records were found.
3	Click Clear to remove entries from the panel.	A blank Search for Hearing Aid Member Search panel is displayed.

MassHealth Provider Online Service Center

Hearing Aid Member Search Results

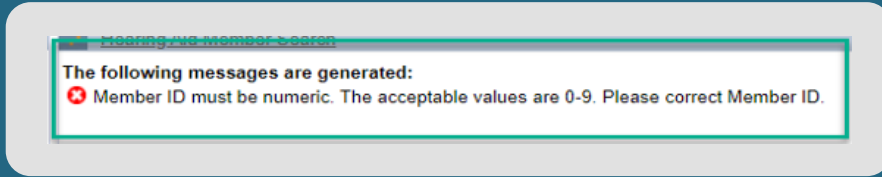
The Hearing Aid Member Search Results panel allows users to view Hearing aid information and several other fields from a Hearing Aid Member Search.

- Click ☒ to close this Help Panel.

Step	Action	Response
1	Click Close to remove entries from the panel.	The system returns to a new Hearing Aid Member Search panel.

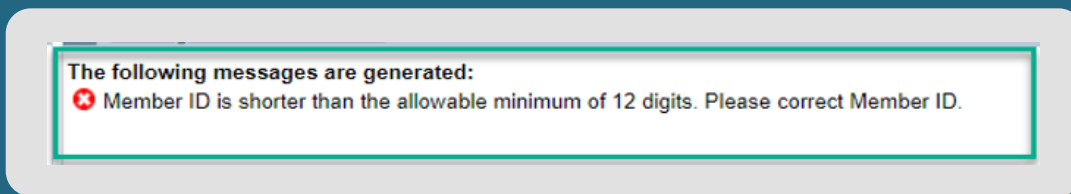
► Error Messages

1. Alphanumeric member IDs, as well as member IDs containing special characters, are not allowed and will display the following error message.



**Error
Message**

2. Member IDs with fewer than 12 digits are not allowed and will display the following error message.



**Error
Message**