Job Aid: Inquire on a Referral

When a primary care clinician (PCC) or a primary care accountable care (ACO) provider (PCP) has submitted a member referral and the referral has been accepted into the system, the Medicaid Management Information System (MMIS) automatically generates a referral notice. This notice can be found by using the left-hand navigation of the POSC. The service provider who receives the referral notification is the provider who needs to provide the service and submit the claim. You can find referral requirements and exceptions in MassHealth regulations at 130 CMR 450.118(J) and 130 CMR 450.119(I).

Claims submitted to MassHealth for services that require a referral must include the National Provider Identifier (NPI) of a MassHealth-enrolled authorized referring provider, who must be an individual, regardless of whether the referral was made by an entity PCC/PCP or an Individual PCC/PCP. To assist servicing providers in meeting this requirement, referrals made by entity PCC/PCPs will include the name and NPI of the MassHealth-enrolled authorized individual referring provider. You can find this information on the Referral Information panel described below and also in the Referral Notice that was generated when the referral was entered into the POSC.

This job aid describes how to inquire about and review a referral submitted by a PCC/PCP to the Service Provider.

Note: If the PCC/PCP plan member isn't on your enrollment roster and doesn't have a referral, but is in your office to receive services, you can contact the member's PCC/PCP to request a referral.

Access Inquire Referral

From the **POSC** home page:

1. Click **Manage Service Authorizations**.

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The following messages are generated:
⚠ User Last Login: Tue Aug 05 2025 09:27:38 AM EDT

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.

2. Click **Referrals**.

3. Click **Inquire Referral**. The **Referral Search** panel will display.

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Search for Referral

On the **Referral Search** panel, the Service Provider can search the referrals submitted to them by the Referring Provider. The Referring Provider can also search for referrals that they submitted to a Service Provider.

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Inquire Referral [?]

Referral Search

You can enter the Referral Authorization number to inquire about a specific 278 request.

Referral Authorization # [   ]

······OR······

Enter the following fields to search the referrals submitted to you.

Member ID [   ]

Service Provider [▼]

Referring Provider [   ] 🔍✕

Effective Date [   ] 📅   End Date [   ] 📅

······OR······

Enter the following fields to search the referrals submitted by you to another provider.

Member ID [   ]

Referring Provider [▼]

Service Provider [   ] 🔍✕

Effective Date [   ] 📅   End Date [   ] 📅

Submission Date From [   ] 📅   Submission Date To [   ] 📅

[Clear]   [Search]

4. If you know the referral number, follow these steps.

   o Enter the referral number in the **Referral Authorization Number** field.
   o Click **Search**.
   o Skip to Step 8.

5. If you don't know the referral number and want to find the referrals that a Referring Provider submitted to you (the Service Provider), follow these steps.

   o Enter the **Member ID**.
   o Select the **Service Provider** from the dropdown list. This is determined by your login to the POSC.
   o In the **Referring Provider** field, click the **Field Search** button to display the **Search for Provider** panel, where you can perform a search for the referring provider. Enter as much information in the search criteria as possible.
   o Click **Search**.
   o Click the **Name** of the desired **Referring Provider**.

6. If you don't know the referral number and want to find the referrals that you (the Referring Provider) submitted to a Service Provider, then do the following.

   o Enter the **Member ID**.
   o Select the **Referring Provider** from the dropdown list, which is determined by your login to the POSC.
   o In the **Service Provider** field, click the **Field Search** button to display the **Search for Provider** panel, where you can perform a search for the service provider. Enter as much information in the search criteria as possible.
   o Click **Search**.
   o Click the **Name** of the desired **Service Provider**.

Refine the Referral Search

7. On either of the **Referral Search** panels, follow these steps.

   o Enter a date that is either before or is the actual **Effective Date** of the referral.
   o Enter an **End Date** that is either before or is the actual end date for the referral.
   o Click **Search**. The **Referral Search Results** panel will display.

Select Desired Referral from the Search Result Panel List of Referrals

8. Click the **Referral Number** link of the desired referral. The **Referral Information** panel will display.

When the PCC/PCP is an individual, the **Referral Information** panel will include the referring provider name and NPI, which must be entered in the claim. See sample below.

MassHealth Provider Online Service Center ?

Referral Information

Status	ACCEPTED	**Referral Authorization #**	R10000000A
Member ID	100000000000		
Member Last Name	Doe	**Member First Name**	Jane
Date of Birth	01/01/2000	**Gender**	Female
Referring Prov. Name	PCP/PCC Name	**Referring Prov. NPI**	1234567890
Service Prov. Name	Servicing Provider Name	**Service Prov. NPI**	9876543210
Diagnosis Code		**Assignment**	
Date Received		**Media Type**	
Service Code		**Modifier 1**	**Modifier 3**
Thru Service		**Modifier 2**	**Modifier 4**
Effective Date	01/01/2024	**End Date**	03/31/2024
Visits	12		
Balance Visits	12	**Used Visits**	0
Service Description			

Close   Return To Search Results

When the referring provider is an entity PCC/PCP, the **Referral Information** panel will also include the individual referring provider name and NPI. This is the information that needs to be entered on the claim in the **Referring Provider** fields. See sample below.

Referral Information

Status	ACCEPTED	Referral Authorization #	R10000000A
Member ID	100000000000		
Member Last Name	Doe	Member First Name	Jane
Date of Birth	MM/DD/YYYY	Gender	Female
Referring Prov. Name	PCC/PCP Name	Referring Prov. NPI	1234567890
Individual Referring Prov. Name	Referring Provider Name	Individual Referring Prov. NPI	9876543210
Service Prov. Name	Servicing Provider Name	Service Prov. NPI	0123456789
Diagnosis Code		Assignment	
Reason for Referral			
Date Received		Media Type	
Service Code		Modifier 1	Modifier 3
Thru Service		Modifier 2	Modifier 4
Authorized Effective Date	MM/DD/YYYY	Authorized End Date	MM/DD/YYYY
Visits	12		
Balance Visits	12	Used Visits	0
Service Description			

Review Referral

9. Review the referral information. When you've finished reviewing the referral, you can do one of the following.
   - Click **Close** to go back to the **Inquire Referral** panel, where you can start a new search for a referral.
   - Click **Return to Search Results** to go back to the **Referral Search Results** panel, where you can select another referral matching the current search criteria.

Notes

The PCC/PCP may be an entity, group, or individual.

The referral remains active and available under the following conditions.

- The referral matches the **Member and Service Provider**.
- The **Effective Date** and **End Date** range includes the date of service that will appear on the claim.
- The total number of **Visits** (episodes of service) on the referral has not been exceeded.

The referral will be automatically canceled under the following conditions.

- If the member leaves the PCC Plan or Primary ACO, then for any available referral, the **End Date** is changed to the close date.
- When a member changes enrollment to a different PCC/PCP, the **End Date** of the referral will
  - remain unchanged if the **End Date** on the referral is less than or equal to **30** days after the close date; or
  - be set to a grace period of **30** days after the close date, if the **End Date** on the referral is greater than **30** days after the close date.

For information on how to update and submit a referral, please refer to the Job aids for the Provider Online Service Center page on Mass.gov.