



Job Aid: Link Accounts

The primary user is responsible for managing access to their organization's information on the Medicaid Management Information System (MMIS) Provider Online Service Center (POSC). The primary user can create subordinate accounts and assign services, such as submitting claims and member eligibility for staff members. The primary user can also link staff member accounts to other providers and billing entities to perform functions on behalf of their organization.

The primary user within each organization must ensure that each person who requires access is assigned a unique user ID. Sharing user IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Each user is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (MMIS, for example). Each user must be made aware that they are responsible for the use of the ID and that it may be terminated if the user violates the VG Terms and Conditions.

The primary user will need to make subordinate account changes, such as changing services or unlinking subordinate accounts that are no longer in use. The primary user must ensure that a backup primary user (administrator) is assigned to support user access requests and resolve issues in the primary user's absence.

This job aid describes how to link a subordinate account (User ID) to a provider.

Link Accounts

From the **Provider Online Service Center** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.

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MassHealth Provider Online Service Center (POSC)

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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.

Directly enter data and modify individual transactions (i.e. claims submission & status, eligibility verification, service authorizations, etc.); manage access to your data.

View your notifications, contracts, reports, metrics, and financial data.

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If you suspect that the security of your account has been compromised, please contact MassHealth Customer Service at 1-800-841-2900.

You will need a Username and password to access many of the services listed in the menu. If you are currently a MassHealth provider and require log in assistance, please contact the MassHealth Customer Service at 1-800-841-2900.

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3. Choose the **Provider ID/Service Location (PID/SL)** from the **Provider** dropdown menu.

Note: This is the PID/SL to which you want to link the subordinate.

The **Link Subordinate** button is identified in the bottom right corner of the **Subordinates Search** panel.

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Manage Subordinate Accounts ?

Subordinates Search

Select from the Provider dropdown to manage subordinates.

Search Providers

Provider

First Name Last Name

Created and Linked View End-Dated View

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4. On the **Link Subordinate** panel, enter the **Username** of the subordinate.
Note: This is the Virtual Gateway user ID that was generated at the time this user's account was created.
5. You can choose which services you want the subordinate to access. Click the forward arrow key to move those services from the **Available Services** column to the **Assigned Services** column. Click **Submit**.

The screenshot displays the 'Link Subordinate' interface within the MassHealth POSC. The page header includes 'Health and Human Services' and the 'Mass.gov' logo. A navigation bar contains links for 'HOME', 'MEMBERS', 'PROVIDERS', 'INITIATIVES', and 'REGULATIONS'. The main content area is titled 'MassHealth Provider Online Service Center (POSC)' and features a left-hand navigation menu. The 'Link Subordinate' panel is active, showing a 'Username' field with 'uportal' entered. Below this, there are instructions to choose services for the subordinate. The 'Available Services' list includes 'Claims Submission and Status', 'Portal Services', 'Primary Portal User', 'View Provider Contracts', 'View Provider Reports', and 'Manage Member Eligibility'. The 'Assigned Services' list currently contains 'Batch File Submit and Download'. At the bottom of the panel, there are buttons for 'Cancel Service', 'Return to Search Results', and 'Submit', with a red arrow pointing to the 'Submit' button.