



Job Aid: Primary User Report

This job aid describes how a primary user generates and reviews a Primary User Report in the Provider Online Service Center (POSC). This will give the primary user the capability to see who has access to their Provider ID/Service Locations (PID/SLs), both currently and previously, as well as what roles the user currently has.

Request Primary User Report

From the **POSC** home page:

1. Click **Administer Account**.
2. Click **Request Primary User Report**.

3. Populate the providers (PID/SLs) you wish to see on the report. You have two options: search for a particular provider, or highlight providers in the **Available Providers** box and click the arrow to populate into the **Selected Provider(s)** box.

4. Choose either **Created and Linked View** or **End-Dated View**. **Created and Linked View** will show you the users who are currently linked. **End-Dated View** will show you the users who were previously linked.
5. Enter the name of the report defined by the user.
6. Click **Generate**.
7. You'll receive a message that your report was successfully submitted. At that point, you have the option to generate another report.

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo and a navigation menu including "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". The date "September 18, 2025" is shown on the left, and a "Logout" button is on the right. Below the header, a welcome message is partially visible, followed by links to "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area features a sidebar menu on the left with the following items: Home Services, Provider Search, Manage Batch Files, Manage Service Authorizations, Manage Correspondence and Reporting, Manage Members, Manage Claims and Payments, Manage Provider Information, **Administer Account** (highlighted with a green border), Manage Subordinate Accounts, Request Primary User Report, Access Primary User Report, Reference Publications, News & Updates, and Related Links.

The main content area displays a "Report Generation Confirmation" message. The message text reads: "Your report request has been submitted successfully. The report is being processed and will appear in the view primary report panel when ready. If you require assistance or support related to this request, please contact Customer Support at 1-800-841-2900." Below the message are two buttons: "Close" and "Generate Another Report".

At the bottom of the page, there is a footer with the copyright notice "©2025 Commonwealth of Massachusetts" and several links: "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

Access Primary User Report

From the POSC home page:

1. Click **Administer Account**.
2. Click **Access Primary User Report**.

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo. Below this is a navigation bar with links for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS", along with a "Logout" button. A date indicator shows "September 18, 2025". A welcome message "Welcome [redacted]" is visible, along with links to "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area features a "MassHealth Provider Online Service Center (POSC)" title. On the left, a navigation menu lists various services, including "Home Services", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Manage Correspondence and Reporting", "Manage Members", "Manage Claims and Payments", "Manage Provider Information", "Administer Account", "Reference Publications", "News & Updates", and "Related Links". The "Administer Account" section is expanded, showing "Manage Subordinate Accounts", "Request Primary User Report", and "Access Primary User Report". A red arrow points to the "Access Primary User Report" link.

On the right side, there is a "Primary Provider Report Retrieval" section with a "Search" button. A note states: "Click Search to view Primary Provider Reports, search will also refresh results. Primary reports have an expiration of 30 days, after 30 days from the onset of report generation, the report will be purged."

At the bottom, there is a footer with copyright information "©2025 Commonwealth of Massachusetts" and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

3. Click the **Search** button.

The screenshot displays the MassHealth Provider Online Service Center (POSC) website. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo. Below the header is a navigation bar with links for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS", along with a "Logout" button. The date "September 18, 2025" is shown on the left. A welcome message and breadcrumb navigation are present. The main heading is "MassHealth Provider Online Service Center (POSC)". On the left, a menu lists various services, including "Home Services", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Manage Correspondence and Reporting", "Manage Members", "Manage Claims and Payments", "Manage Provider Information", "Administer Account" (with sub-options "Manage Subordinate Accounts" and "Request Primary User Report"), "Access Primary User Report", "Reference Publications", "News & Updates", and "Related Links". The "Access Primary User Report" section is highlighted with a red box. In the main content area, there is a "Primary Provider Report Retrieval" section with a "Search" button. A red arrow points to this button. The footer contains copyright information for the Commonwealth of Massachusetts and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

4. Click on the “xlxs” link of the Excel report you want to open. Reports will stay available for 30 days.

The screenshot shows the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo. Below the header is a navigation bar with links for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". A "Logout" button is also present. The date "September 18, 2025" is displayed on the left. A "Welcome" message is followed by a redacted name. Navigation links include "Mass.Gov Home", "State Agencies", and "State Online Services".

MassHealth Provider Online Service Center (POSC)

- Home Services
- Provider Search
- Manage Batch Files
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
- Manage Provider Information
- ↓ **Administer Account**
 - Manage Subordinate Accounts
 - Request Primary User Report
 - **Access Primary User Report**
- Reference Publications
- News & Updates
- Related Links

Access Primary User Report ?

Primary Provider Report Retrieval

Click Search to view Primary Provider Reports, search will also refresh results. Primary reports have an expiration of 30 days, after 30 days from the onset of report generation, the report will be purged.

Primary Provider Reports

Date	Report Name	File Extension
09/18/2025	SUBORDINATE USERS 9-18-2025	XLSX
09/02/2025	SUBORDINATE USERS 9-2-2025	XLSX
08/27/2025	NREDDY1-END-DATED	XLSX