



Job Aid: Provider Online Service Center Overview

This job aid includes a brief description of the various functions available in the Provider Online Service Center (POSC).

Introduction

The **POSC** is a web-based portal that allows enrolled MassHealth providers to perform a number of functions to facilitate the delivery of healthcare services provided to MassHealth members and supports related to billing and payment functions. These functions include the following.

- Real-time, interactive processing of claims
- Verifying eligibility
- Direct Data Entry (DDE) and modification of service authorizations (e.g., prior authorization)
- Viewing notifications, contracts, reports, metrics, and financial data
- Enrolling in the MassHealth program and managing profile information
- Uploading and downloading batch transactions (e.g., claims and eligibility) and other formatted content
- Managing access to the POSC through the “Administer Account” feature
- Accessing links to MassHealth publications, news, updates, and other content on mass.gov

POSC Home Page

Key areas of the POSC home page include the following.

- The tabs along the top of the page provide quick access to information about the Executive Office of Health and Human Services (EOHHS). There are tabs for consumers, providers, researchers, and government.
- The navigational links on the left side of the page allow the user to access various areas of the POSC. To hide this menu and increase the size of the panel, click **Collapse Services**.
- The panel on the right side of the page provides an overview of the POSC and includes links that allow the user to login, enroll as a MassHealth provider, and access the Frequently Asked Questions (FAQ).
- After logging in with a unique username and password, users can access many of the services based on their login.

The screenshot shows the MassHealth Provider Online Service Center website. At the top, there is a navigation bar with the date "February 7, 2022" and tabs for "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT". The "PROVIDERS" tab is selected. Below the navigation bar, there is a "Collapse Services" link and a breadcrumb trail: "Mass.Gov Home > State Agencies > State Online Services". The main content area is titled "MassHealth Provider Online Service Center" and features a navigation menu on the left with links such as "Home", "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", "EHR Incentive Program", "News & Updates", and "Related Links". The main content area includes a photograph of two healthcare professionals in a meeting, followed by text describing the services available, such as enrolling as a provider, managing transactions, and viewing notifications. At the bottom, there are three buttons: "Login" for registered users, "Enroll Now" for those wanting to enroll as a provider, and "FAQs" for more information. The footer contains copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Provider Search

This function allows providers to search the Medicaid Management Information System (MMIS) to identify MassHealth's enrolled providers and business partners by using various criteria (e.g., first name, last name, National Provider Identifier (NPI), etc.).

The screenshot shows the 'Health and Human Services' section of the Mass.gov website. The navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. The 'PROVIDERS' tab is active. The main content area is titled 'Provider Search' and contains a search form with the following fields:

- Business Name (text input)
- Last Name (text input)
- First Name (text input)
- Gender (dropdown menu)
- City (text input)
- ZIP Code (text input)
- Provider ID or NPI (text input) with a note: 'Enter 9 digits for the Provider ID or 10 digits for the NPI.'
- Specialty (dropdown menu)
- Info Specialty (dropdown menu)
- Provider Type (dropdown menu)

Buttons for 'Clear' and 'Search' are located at the bottom of the form. A left sidebar contains a list of services, with 'Provider Search' highlighted. The footer includes copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Manage Batch Files

This function allows providers to upload and download batch healthcare transactions, including X-12 files and other formatted files and content.

Health and Human Services Mass.gov

February 22, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome vrosinauatposc ▶ Mass.Gov Home ▶ State Agencies ▶ State Online Services

Provider Services Upload Batch File

- > Home
- > Provider Search
- > Manage Batch Files
 - > **Upload Batch File**
 - > Download Batch File
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > EHR Incentive Program
- > News & Updates
- > Related Links

Batch Upload

Provider ID *

Select the type of transaction you are uploading:

Transaction Type *

Select a file to upload by using the "Browse" button and then click "Upload File".

File * No file chosen

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Provider Services Download Batch File

- > Home
- > Provider Search
- > Manage Batch Files
 - > Upload Batch File
 - > **Download Batch File**
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > EHR Incentive Program
- > News & Updates
- > Related Links

Search Criteria

Provider ID

You can enter the tracking # from your upload to inquire about a specific response.

Tracking #

OR

Search by selecting a transaction type.

Transaction Type

Enter a file submission date range to further refine your results.

From Date To Date

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Manage Service Authorizations

This function allows providers to enter, update, and inquire about Pre-Admission Screening (PAS), Prior Authorizations (PA), and referrals. Providers can also request non-emergency transportation for members.

Health and Human Services

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- » [Provider Services](#)
 - > [Home](#)
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 - > [Referrals](#)
 - > [Request Transportation](#)
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Inquire/Maintain PA Request

Prior Authorization Search

You can enter the tracking number or the PA number to inquire about a specific Prior Authorization.

Tracking # OR PA #

.....OR.....

Enter the Member ID and Requesting Provider to search for the Prior Authorization.

Member ID

Status

Requesting Provider

Assignment Code

Enter a date range which encompasses the submission date of the Prior Authorization.


From Date  To Date 

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Manage Correspondence and Reporting

This function allows providers to view messages, reports, metrics, notifications, contracts, and documents. Providers can also use this function to submit feedback to EOHHHS.

The screenshot shows the Mass.gov Health and Human Services portal. The header includes the date February 22, 2022, and navigation tabs for HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. A 'Logout' link is also present. The main content area is titled 'Provider Services' and includes a sidebar with various options. The 'View Broadcast Messages' option is highlighted in red. The main content area displays a message with the subject 'Testing the Message speed' and a priority of '3-Medium'.

Health and Human Services 

February 22, 2022 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

« Collapse Services Welcome vrosinauatposc » [Mass.Gov Home](#) » [State Agencies](#) » [State Online Services](#)

» Provider Services [View Broadcast Messages](#) ?

Click on the subject to view the message.
Priority 1-Highest messages are the highest priority.

Messages

Date	Subject	Priority
11/15/2021	Testing the Message speed	3-Medium

» Home
» Provider Search
» Manage Batch Files
» Manage Service Authorizations
» Manage Correspondence and Reporting
» **View Broadcast Messages**
» View Notifications
» View Metrics/Reports
» Inquire Financial Data
» View Contracts and Documents
» Submit Feedback
» Manage Members
» Manage Claims and Payments
» Manage Provider Information
» Administer Account
» Reference Publications
» EHR Incentive Program
» News & Updates
» Related Links

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Manage Correspondence and Reporting functions include the following.

- **View Notifications** allows providers to view notices issued by EOHHHS (e.g., service authorization approvals).
- **View Broadcast Messages** allows providers to view the details of the user-selected broadcast message issued by MassHealth.
- **View Metrics and Reports** allows providers to view remittance advices and the top 10 claim denial reasons for user-defined periods of time.
- **Inquire Financial Data** allows providers to view their payment history for a user-defined period of time.
- **View Contracts and Documents** allows providers to view submitted documentation to support the provider's contract with MassHealth.
- **Submit Feedback** allows providers to submit feedback to MassHealth by email.

Manage Members

This function allows providers to verify member eligibility via DDE or batch upload/download, enroll and disenroll members for the Senior Care Options (SCO) plan and Program of All-inclusive Care for the Elderly (PACE). Providers can also submit Management Minutes Questionnaires (MMQ).

The screenshot shows the 'Check Member Eligibility' page in the MassHealth Provider Online Service Center. The page header includes the date 'May 25, 2017' and navigation tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. A left sidebar contains a 'Provider Services' menu with options like 'Home', 'Provider Search', 'Manage Service Authorizations', 'Manage Correspondence and Reporting', 'Manage Members', 'Verify Member Eligibility', 'Inquire Eligibility Request', 'Upload Batch Files', 'Download Responses', 'Enrollment', 'Long Term Care', 'Manage Claims and Payments', 'Manage Provider Information', 'Administer Account', 'Reference Publications', 'EHR Incentive Program', 'News & Updates', and 'Related Links'. The main content area is titled 'Check Member Eligibility' and includes a 'Please select your Provider' dropdown menu with the value '1234567890-11000000A-EDDY'S GROUP OF 62 BIRCH ST'. Below this, there are several input fields for identifying a member: 'Member ID' (with a pre-filled value '123456789100' and a note 'found on the Mass Health card'), 'SSN or Other Agency ID', 'Member Last Name', 'Member First Name', 'Date of Birth', and 'Gender'. There are also 'From Date of Service' and 'To Date of Service' fields, both pre-filled with '05/24/2017'. A 'Submit' button is located at the bottom right of the form area. The footer contains copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

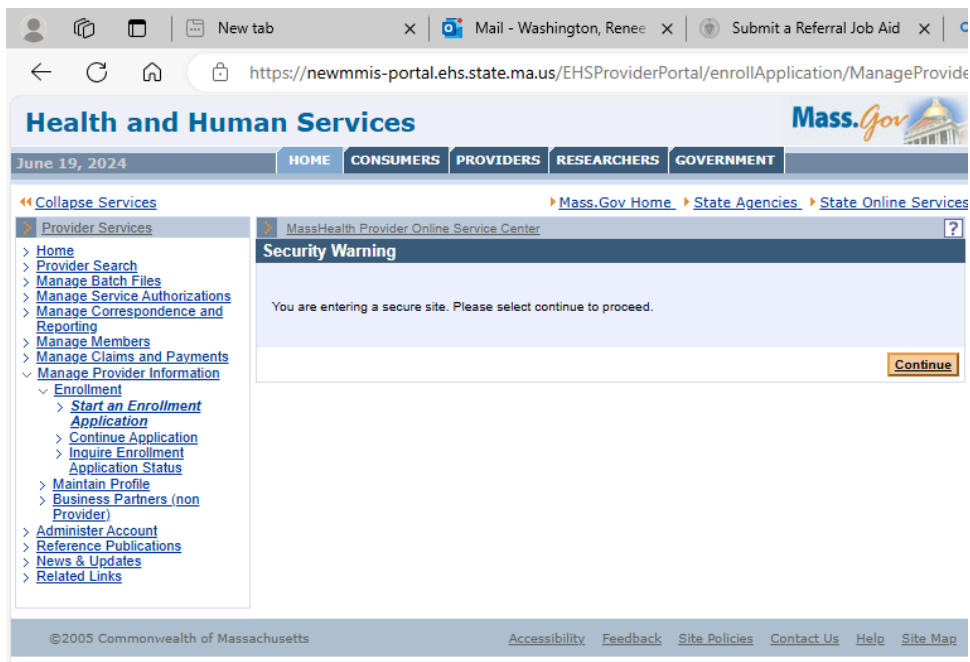
Manage Claims and Payments

This function allows providers to submit DDE claims to MassHealth in real time. It also provides continuous, interactive claims processing. Upon claim submission, providers receive instant confirmation of claim status. Providers can also upload and download healthcare claims transactions and view SCO and PACE payments.

The screenshot shows the 'Claims Search' page in the MassHealth Provider Online Service Center. The page header includes the date 'April 3, 2022' and navigation tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT'. A left sidebar contains a 'Provider Services' menu with options like 'Home', 'Provider Search', 'Manage Batch Files', 'Manage Service Authorizations', 'Manage Correspondence and Reporting', 'Manage Members', 'Manage Claims and Payments', 'Enter Single Claim', 'Inquire Claim Status', 'View PACE Payments', 'View SCO Payments', 'Manage Provider Information', 'Administer Account', 'Reference Publications', 'EHR Incentive Program', 'News & Updates', and 'Related Links'. The main content area is titled 'Claims Search' and includes a 'Please select Provider ID' dropdown menu. Below this, there are several input fields for identifying a claim: 'Member ID', 'From Date of Service' and 'To Date of Service' (with a note 'Please enter a Date of Service Range within a six-month span:'), 'ICN', 'Original Billed Amount', and 'Search' button. There are also 'Clear' and 'Close' buttons. The footer contains copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

Manage Provider Information

This function allows providers to enroll in MassHealth and update their profile information. Providers can download an enrollment application, request a hard copy of the application, and enroll online from this page. MassHealth business partners (e.g., billing intermediaries/vendors), can also enroll with MassHealth.



Administer Account

This function allows providers to manage their organization's access to the POSC. It enables the organization's Primary User to add or update subordinate accounts and reset account passwords. The Primary User can also link other subordinate users to the provider's account to allow them to perform functions on behalf of the provider's organization (e.g., billing intermediaries/vendors, etc.).

MAH Favorites | Bing | EOHS Virtual Gate... | Outlook Web Access | PACE | Payinfo | SSTA | https://mmis.techk...

Health and Human Services

Mass.gov

April 3, 2022 | HOME | CONSUMERS | PROVIDERS | RESEARCHERS | GOVERNMENT | Logout

Welcome mhughes | Mass.Gov Home | State Agencies | State Online Services

Provider Services | Manage Subordinate Accounts

Add New Subordinate

Last Name *

First Name * Middle Initial

Date of Birth * (mm/dd - month and day only)

PIN * 4 digit number

Email Address *

Zip Code *

Please choose the services that this subordinate requires.

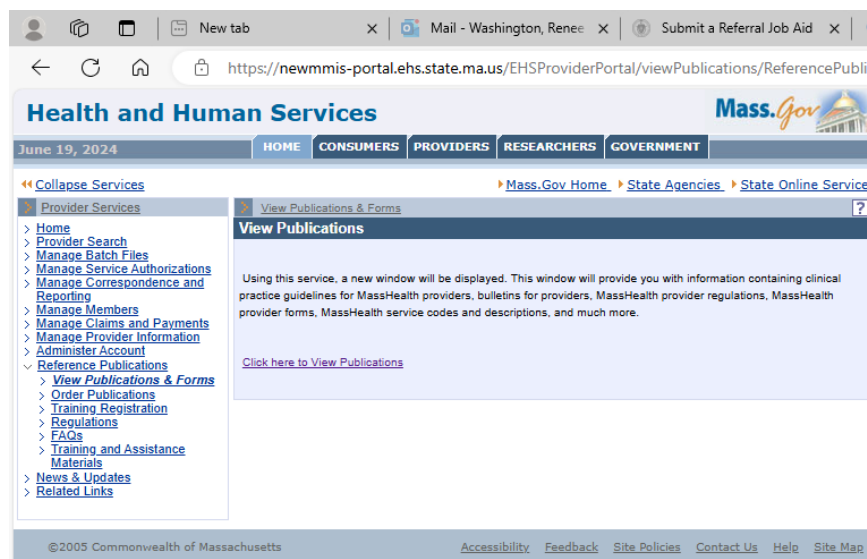
Available Services	Assigned Services
View Provider Contracts	
View Provider Reports	
Primary Portal User	
Batch File Submit and Dov	
Claims Submission and St	
Manage Member Eligibility	

Cancel Service | Submit

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Reference Publications

This function allows providers to link to downloadable forms, MassHealth publications, registration for training, training materials, and MassHealth regulations. The downloadable forms include standard forms for all providers, community health centers, durable medical goods, home health agencies, hospice, independent nurses, long-term care, orthotics, outpatient hospitals, personal care, pharmacy, therapists, and transportation. Organizations can also order publications and view frequently asked questions.



News and Updates

This function allows providers to view EOHHS news and updates on [mass.gov](https://www.mass.gov).



Related Links

This function allows providers to visit MassHealth pricing regulations, the Virtual Gateway, the Center for Health Information and Analysis (CHIA), and MassHealth pages to view and reference applicable information.

The screenshot shows a web browser window displaying the MassHealth Provider Online Service Center. The browser's address bar shows the URL: <https://newmmis-portal.ehs.state.ma.us/EHSPortals/providerLanding/providerLanding>. The page header includes the date "June 19, 2024" and navigation tabs for "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT". The "Mass.gov" logo is visible in the top right corner. A left-hand navigation menu under "Provider Services" lists various options such as "Home", "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" (including "EOHHS Pricing Regulations", "Virtual Gateway", "MassHealth", and "Center for Health Information and Analysis"). The main content area is titled "MassHealth Provider Online Service Center" and features an image of two healthcare professionals in scrubs. Text on the page describes the service center's tools for managing business with MassHealth electronically, including enrollment, profile management, and transaction submission. It also provides instructions for data entry, notification viewing, and account security. At the bottom of the main content area, there are three buttons: "Login" for registered users, "Enroll Now" for those wanting to enroll, and "FAQs" for more information. The footer contains copyright information for the Commonwealth of Massachusetts and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".