



Job Aid: Submit Management Minutes Questionnaire

The Management Minutes Questionnaire (MMQ) is used to determine the total minutes of care per day that a resident requires. The score received at the end of the MMQ determines the reimbursement rate a nursing facility receives for each resident.

This job aid describes how to:

- Access MMQ service questions;
- Enter the required information on an MMQ; and
- Submit an MMQ.

Note: MMQ is only required for dates of service prior to October 1, 2023. For all dates of service on or after October 1, 2023, nursing facilities need to submit Minimum Data Set (MDS) 3.0 in accordance with the MDS 3.0 Resident Assessment Instrument (RAI) Manual and guidelines. Refer to [MassHealth Nursing Facility Bulletin 181](#) for guidance on the MDS process.

Access the MMQ

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

1. Click **Manage Members**.
2. Click **Long Term Care**.
3. Click **Enter Management Minute Questionnaires (MMQ)**.

Health and Human Services Mass.gov

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MassHealth Provider Online Service Center

The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

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

Need more information?
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Member Search

On the **Member Search** panel:

4. Select **Provider ID** from the dropdown list.
5. Enter the **Member ID**.
6. Enter the **Last Name**.
7. Enter the **First Initial**.
8. Select the **Reason for Submission** from the dropdown list.
9. Click **Search**.

The screenshot shows the 'Health and Human Services' website interface. At the top, there is a navigation bar with the date 'November 9, 2023' and menu items: HOME, CONSUMERS, PROVIDERS, RESEARCHERS, GOVERNMENT, and Logout. The 'Mass.gov' logo is in the top right. Below the navigation bar, there are breadcrumb links: 'Mass.Gov Home', 'State Agencies', and 'State Online Services'. The main content area is titled 'Member Search' and contains the following fields:

- Provider ID**: A dropdown menu.
- Member ID**: A text input field with a hint 'found on Mass Health card'.
- Last Name**: A text input field with a hint 'found on Mass Health card'.
- First Initial**: A text input field.
- Reason for Submission**: A dropdown menu.

At the bottom of the form are two buttons: 'Clear' and 'Search'. On the left side of the page, there is a sidebar menu under 'Provider Services' with various options, including 'Enter Management Minutes Questionnaires (MMQ)' which is highlighted.

Complete the Personal Information Panel

On the **Personal Information** panel:

10. Enter the **Effective Date**.

11. Enter the **Date of Admission**.

Note: The **Date of Admission** field is blank for MMQs for new admissions and conversions. For other submission reasons (for example, semiannual score change), the admission date is returned in the search response. This date cannot be in the future.

The screenshot shows the 'Personal Information' panel within the 'Enter Management Minutes Questionnaires (MMQ)' application. The left sidebar contains a navigation menu with 'Enter Management Minutes Questionnaires (MMQ)' selected. The main panel has tabs for 'Personal Information', 'Service Questions 1-12', and 'Service Questions 13-14'. The 'Personal Information' tab is active, displaying fields for Provider ID, Member ID, Last Name, First Name, Date of Birth, Date of Admission, Effective Date, and Reason for Submission. Red arrows point to the 'Effective Date' and 'Date of Admission' fields, which are currently blank. A 'Cancel Service' button is located at the bottom left.

12. Click the **Service Questions 1–12** tab.

Complete the Service Questions 1–12 Panel

On the **Service Questions 1–12** panel:

13. Select the **Skilled Observation Daily** choice from the dropdown list (Question 2).

Note: The **Dispense Medications and Chart** field (Question 1) is pre-filled for all members.

14. Select the **Bathing** and **Grooming** choices from each dropdown list (Question 3: Personal Hygiene).

15. Select the **Dressing** choice from the dropdown list (Question 4).

The screenshot shows the 'Service Questions 1-12' panel. The 'Service Questions 1-12' tab is selected. The panel displays four questions: 1. Dispense Medications and Chart (pre-filled with '1 - for all members'), 2. Skilled Observation Daily (dropdown menu), 3. Personal Hygiene (Bathing and Grooming dropdown menus), and 4. Dressing (dropdown menu). A 'Score' field is visible on the right. Red arrows point to the '1 - for all members' value for Question 1 and the dropdown menu for Question 2.

16. Select the **Mobility** choice from the dropdown list (Question 5).
17. Select the **Eating** choice from the dropdown list (Question 6).
18. Select the **Bladder** and **Bowel** choices from each dropdown list (Question 7: Continence/Catheter).
19. Select the **Bladder/Bowel Retaining** choice from the dropdown list (Question 8).
20. Select the **Positioning** choice from the dropdown list (Question 9).
21. Select the **Pressure Ulcer Prevention** choice from the dropdown list (Question 10).
22. Select the **Stage 1, Stage 2, Stage 3, Stage 4,** and **Frequency** choices from each dropdown list (Question 11: Skill Procedure Daily/Pressure Ulcer).
23. Select the **Skilled Procedure Daily/Other, Procedure 1, Procedure 2,** and **Procedure 3** choices from each dropdown list (Question 12).
24. Click **Get Score**.

Note: **Get Score** is not required to get the next panel, but it allows you to keep track of the total range of minutes as you proceed through the questionnaire. It will also identify any errors on this panel.

Complete the Service Questions 13–14 Panel

On the **Service Questions 13–14** panel:

25. Select the **Immobility, Severe Spasticity/rigidity, Behavioral problems,** and **Isolation** choices from each dropdown list (Question 13: Special Attention).
26. Select the **Code/Type 1, Code/Type 2,** and **Code/Type 3** choices from each dropdown list (Question 14: Restorative Nursing).
27. Click **Get Score**.

Note: Get Score is not required to get the next panel, but it allows you to keep track of the total range of minutes as you proceed through the questionnaire. It will also identify any errors on this panel.

Complete the Additional Questions Panel

On the **Additional Questions** panel:

28. Select the **Toilet Use** choice from the dropdown list (Question 15).
29. Select the **Transfer** choice from the dropdown list (Question 16).
30. Select the **Mental Status** choice from the dropdown list (Question 17).
31. Select the **Restraint** choice from the dropdown list (Question 18).
32. Select the **Activities Participation** choice from the dropdown list (Question 19).

Enter Management Minutes Questionnaires (MMQ) ?

Personal Information | Service Questions 1-12 | Service Questions 13-14

Additional Questions | Certified Statement

Additional Questions

15. Toilet Use *

16. Transfer *

17. Mental Status *

18. Restraint *

19. Activities Participation *

20. Consultation

Type 1 * Frequency 1 *

33. Select the **Consultation Type** and **Frequency** choices from each dropdown list for numbers 1–4 (Question 20).

20. Consultation

Type 1 * Frequency 1 *

Type 2 * Frequency 2 *

Type 3 * Frequency 3 *

34. Select the **Medication Type** and **Frequency** choices from each dropdown list for numbers 1–4 (Question 21).

21. Medications

Type 1 * Frequency 1 *

Type 2 * Frequency 2 *

Type 3 * Frequency 3 *

Type 4 * Frequency 4 *

35. Select the **Accidents**, **Contracture**, and **Weight Change** choices from each dropdown list (Question 22).

22. Accidents / Contracture / Weight Change

Accidents *

Contracture *

Weight Change *

36. Enter the ICD-CM code in the **Primary ICD Diagnosis Code** field (Question 23).
37. Enter any Secondary ICD diagnoses in the **Secondary Diagnosis Codes** fields (Question 24).

23. Primary ICD Diagnosis Code *

24. Secondary ICD Diagnosis Codes

[Cancel Service](#)

Complete the Certified Statement Panel

On the **Certified Statement** panel:

38. Enter the name of the registered nurse who completed the MMQ in the **Name of RN Evaluator** field.
39. Enter the date of the MMQ evaluation in the **Evaluation Date** field.
40. Enter the name of the facility's administrator in the **Name of Administrator** field.
41. Select the affiliation from the **Affiliation** dropdown list.
42. Select the **Discharge Reason** from the dropdown list if the member is being discharged.
43. Enter the **Discharge Date** if the member is being discharged.
44. Click **Submit**.

Enter Management Minutes Questionnaires (MMQ)

Personal Information | Service Questions 1-12 | Service Questions 13-14

Additional Questions | **Certified Statement**

Certified Statement

The undersigned certifies, under penalty of perjury, that this Management Minutes Questionnaire is a true and correct statement of documented nursing services provided to this patient.

25. Name of RN Evaluator *

26. Evaluation Date *

27. Name of Administrator *

28. Affiliation *

29. Discharge Reason

30. Discharge Date

[Cancel Service](#) [Submit](#)

Confirmation Screen

Upon successful submission of the MMQ, the confirmation panel displays and includes the numerical score and the Category, which reflects the range of minutes for the MMQ.

45. Click one of the following:
 - **Print;**
 - **Request Another MMQ;** or
 - **Close.**

Note: If the MMQ was successfully processed, but no LTC segment was found for the member and Provider ID, the MMQ will be pended and the **Pended** panel will display.