



Job Aid: Update Accounts

The Primary User is responsible for managing access to their organization's information on the MMIS Provider Online Service Center (POSC). Only the Primary User for a MassHealth-enrolled organization (provider, relationship entity) can create subordinate accounts for staff members and assign access for users to perform services on the POSC (submit claims, check eligibility, etc.). The Primary User can also provide access to other providers and billing entities to perform services on behalf of their organization by linking user accounts.

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. Every user who is assigned a user ID is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (MMIS, for example). The Primary User must ensure that each of the organization's users are 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, resetting passwords, or removing 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:

- change services assigned to the subordinate account,
- reset a subordinate account password, and
- remove a subordinate account from a provider list.

Update a Subordinate Account

From the **POSC** home page:

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

Health and Human Services Mass.gov

March 12, 2023 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

« Collapse Services Welcome mhughes » Mass.Gov Home » State Agencies » State Online Service

» **Provider Services** » MassHealth Provider Online Service Center

» **Home**

» [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](#) ←

» [Reference Publications](#)

» [News & Updates](#)

» [Related Links](#)

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?

[FAQs](#)

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

Note: This is the PID/SL that you want to create the subordinate for.

4. On the **Subordinates Search** panel, click **Search**.
5. On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.

Health and Human Services Mass.gov

March 12, 2023 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

« Collapse Services Welcome mhughes » Mass.Gov Home » State Agencies » State Online Services

» **Provider Services** » Manage Subordinate Accounts

» **Home**

» [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](#) ←

» [Reference Publications](#)

» [News & Updates](#)

» [Related Links](#)

Manage Subordinate Accounts

Select from the Provider dropdown to manage subordinates.

Provider:

First Name: Last Name:

Subordinates Search Results

Subordinate	Username
DOE, JOHN	jdoe11

On the **Update Subordinate** panel:

6. Move the services to the correct column, **Available Services** or **Assigned Services**, based on whether you want the subordinate to have access to them.
7. Click **Submit**.

Health and Human Services Mass.gov

March 12, 2023 [HOME](#) [CONSUMERS](#) [PROVIDERS](#) [RESEARCHERS](#) [GOVERNMENT](#) [Logout](#)

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

[Provider Services](#) » [Manage Subordinate Accounts](#) ?

Update Subordinate

Last Name DOE Username jdoe11

First Name JOHN Middle Initial

Date of Birth 07/04 (mm/dd - month and day only)

PIN 1234 4 digit number

Email Address john.doe@mass.net

Zip Code 02302

Please choose the services that this subordinate requires.

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

[Cancel Service](#) [Return to Search Results](#) [Reset Password](#) [Remove](#) [Submit](#)

On the **Confirmation** panel:

8. Click **Close** after verifying that your update has been performed.

Reset a Subordinate Account Password

From the **POSC** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.
3. Choose the Provider ID/Service Location (PID/SL) from the Provider dropdown menu.
Note: This is the PID/SL that you want to create the subordinate for.
4. On the **Subordinates Search** panel, click **Search**.
5. On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.
6. On the **Update Subordinate** panel, click **Reset Password**.

Health and Human Services Mass.Gov

March 12, 2023 HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Welcome mhughes Mass.Gov Home State Agencies State Online Services

Update Subordinate

Last Name: DOE Username: jdoe11
First Name: JOHN Middle Initial:
Date of Birth: 07/04 (mm/dd - month and day only)
PIN: 1234 4 digit number
Email Address: john.doe@mass.net
Zip Code: 02302

Please choose the services that this subordinate requires.

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

Cancel Service Return to Search Results **Reset Password** Remove Submit

7. On the **Confirmation** panel, click **Close** after verifying that your update has been performed.

Remove a Subordinate Account from a Provider

From the **POSC** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.
3. Choose the Provider ID/Service Location (PID/SL) from the Provider dropdown menu.
***Note:** This is the PID/SL that you want to create the subordinate for.*
4. On the **Subordinates Search** panel, click **Search**.
5. On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.
6. On the **Update Subordinate** panel, click **Remove**.
7. On the **Confirmation** panel, click **Close** after verifying that your update has been performed.