



Job Aid: Update 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). Only the primary user for a MassHealth-enrolled organization (for example, provider or 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 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 change services assigned to the subordinate account and unlink/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**.

The **Administer Account** button is indicated as the eighth option in the left-hand **Provider Services** column on the POSC home page.

Health and Human Services Mass.gov

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MassHealth

MassHealth Provider Online Service Center (POSC)

- 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
- Related Links

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.

Download most MassHealth forms and publications.

Pre-login Services
Reference publications
News and Updates
Related Links

View broadcast message
[VIEW](#)

Questions about POSC?
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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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- Choose the **Provider ID/Service Location (PID/SL)** from the **Provider** dropdown menu.
Note: This is the PID/SL for which you want to update the subordinate.
- On the **Subordinates Search** panel, either click **Search** to get a list of subordinates or type in the subordinate's first and last name.
- On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a navigation bar with the date "September 18, 2025" and tabs for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS". A "Logout" button is also present. Below the navigation bar, a "Welcome" message is followed by links to "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area is titled "MassHealth Provider Online Service Center (POSC)". On the left, a sidebar menu is visible, with "Administer Account" expanded to show "Manage Subordinate Accounts".

The "Manage Subordinate Accounts" panel is active, showing the "Subordinates Search" section. It includes a "Search Providers" input field, a "Provider" dropdown menu, and "First Name" and "Last Name" input fields. A "Search" button is located at the bottom right of this section. A red arrow points to the "Search" button.

Below the search section is the "Subordinates Search Results" table. The table has columns for "Primary User", "Subordinate", "Username", "Created", and "Linked". A single row is displayed with the following data:

Primary User	Subordinate	Username	Created	Linked
	USER, PORTAL	puser4	Jun 11, 2019	Jun 11, 2019

A red arrow points to the "USER, PORTAL" link in the "Subordinate" column. At the bottom of the results section, there are buttons for "Close", "New Subordinate", and "Link Subordinate".

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

The screenshot displays the 'MassHealth Provider Online Service Center (POSC)' interface. At the top, there is a navigation bar with 'HOME', 'MEMBERS', 'PROVIDERS', 'INITIATIVES', and 'REGULATIONS'. Below this is a sidebar menu with options like 'Home Services', 'Provider Search', and 'Administer Account'. The main content area is titled 'Update Subordinate' and shows the following details:

- Last Name: USER
- First Name: PORTAL
- Date of Birth: 02/02 (mm/dd - month and day only)
- PIIN: 2222 4 digit number
- Email Address: rabik.shrestha@massmail.state.ma.us
- Zip Code: 00000
- Username: puser4
- Middle Initial: [blank]

Below the details, there is a section for 'Please choose the services that this subordinate requires.' It includes a warning: 'The Primary User & Backup User service should only be assigned to the Primary users; note that there is a limit of two Primary users.' There are two columns: 'Available Services' and 'Assigned Services'. The 'Available Services' column contains: Claims Submission and Status, Primary Portal User, View Provider Contracts, View Provider Reports, Manage Member Eligibility, and Manage Provider Profile Information. The 'Assigned Services' column contains: Batch File Submit and Download and Portal Services. At the bottom of the main content area, there are buttons for 'Cancel Service', 'Return to Search Results', 'Remove', and 'Submit'. A red arrow points to the 'Submit' button.

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On the **Confirmation** panel:

8. 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 for which you want to update the subordinate.
4. On the **Subordinates Search** panel, either click **Search** to get a list of subordinates or type in the subordinate's first and last name.
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**. This removes the subordinate from the PID/SL; it doesn't deactivate the user.

The screenshot displays the 'Update Subordinate' interface. On the left is a navigation menu with 'Administer Account' expanded to show 'Manage Subordinate Accounts'. The main content area shows the following details:

Last Name	USER	Username	puser4
First Name	PORTAL	Middle Initial	
Date of Birth	02/02 (mm/dd - month and day only)		
PIN	2222 4 digit number		
Email Address	rabik.shrestha@massmail.state.ma.us		
Zip Code	00000		

Below the details, there is a section for 'Please choose the services that this subordinate requires.' It lists 'Available Services' and 'Assigned Services' with a list of service names and arrows for selection. At the bottom right, there are buttons for 'Cancel Service', 'Return to Search Results', 'Remove', and 'Submit'. A red arrow points to the 'Remove' button.

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