



Job Aid: Update Provider Profile – Doing Business As (DBA) Address

This job aid describes how to update the provider DBA address via the MassHealth Provider Online Service Center (POSC).

- Update the provider DBA address via the MassHealth Provider Online Service Center (POSC).

This job aid is not intended for the following provider types.

- Long-Term Services & Supports (LTSS)
- Dentist
- Ordering, referring, and prescribing (ORP)

Updating Provider Address

Each MassHealth provider must notify MassHealth prior to or no later than the effective date of the change. Changes made via the POSC may still require the submission of paper documentation. For certain providers, a new application may be required when there is a change to the “doing business as” (DBA) address. To understand what documents are needed for certain types of address changes, please refer to the **Change of Address – Provider Requirements** webpage at mass.gov/info-details/change-of-address-provider-requirements.

Non-billing ordering, referring, and prescribing (ORP) providers must submit any update in writing. Address changes should be reported by submitting the [MassHealth Change of Address](#) form.

Long-Term Services and Supports (LTSS) providers cannot update via this portal. Please contact MassHealth LTSS Provider Services at masshealthltss.com.

Dentists cannot update via this portal. Please contact the MassHealth Customer Service for Dental Providers here at masshealth-dental.net.

Note: Fields with an asterisk are required fields and must be completed to proceed to the next panel.

Address Types

- **Doing business as (DBA) Address** –the service location address where services are rendered. For certain providers, a new application may be required when there is a change to the DBA address. Please review the [Change of Address – Provider Requirements](#).
- **Legal Entity Address** - Individual providers must list their home address in this section. For entities, you must list the address registered with the IRS for this FEIN. To request a change to this address, please submit the [MassHealth Provider Change of Address Form](#).
- **Billing Address** – The provider billing address must match DBA if the NPI is linked to more than one PID/SL.

- **Check Mailing Address** – Listed as the Remittance Address on the MA-W-9. MassHealth requires all providers to accept payment via EFT. This address would be used to mail checks if there were EFT issues.
- **Mailing Address** – no longer is use.
- **Remittance Address** – no longer is use. Provider must download their MassHealth remittance advices from the POSC.

Note: If the provider shares the NPI for multiple PID/SLs, you may be required to bill the service location address in the 2010AA and/or MassHealth assigned taxonomy in the 2000A PRV segments to avoid claim denials.

Access Update Your MassHealth Profile

From the **POSC** home page:

1. Click **Manage Provider Information**.
2. Click **Maintain Profile**.
3. Click **Update Your MassHealth Profile** to access the **List of Providers** panel.

<p>Provider Services</p> <ul style="list-style-type: none"> > Home > Provider Search > Manage Batch Files > Manage Service Authorizations > Manage Correspondence and Reporting > Manage Members > Manage Claims and Payments ▼ Manage Provider Information <ul style="list-style-type: none"> > Enrollment ▼ Maintain Profile <ul style="list-style-type: none"> > Update Your MassHealth Profile > Inquire Profile Update Status > Business Partners (non Provider) > Administer Account > Reference Publications > News & Updates > Related Links 	<p>MassHealth Provider Online Service Center</p>  <p>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.</p> <p>Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).</p> <p>View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.</p> <p>If you suspect that the security of your account has been compromised, please contact the MassHealth Customer Service Center at 1-800-841-2900.</p> <p>Need more information?</p> <p>FAQs</p>
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- Select the provider you wish to update.
Reminder: Updates for LTSS, Dental, and/or ORP providers cannot be submitted via the Provider Online Service Center.

Update Your MassHealth Profile

List of Providers

Providers of those services falling under Long-Term Services and Supports (LTSS) programs cannot update via this portal. Please contact MassHealth LTSS Provider Services here at www.masshealthltss.com or 844-368-5184.

Please select the provider you wish to update.

Name	Provider ID	City	State
Provider Name	110000000	City	State

- On the **Steps** panel, click **Service Locations** to open the **List of Locations** panel.

Update Your MassHealth Profile

Steps

- Legal Entity
- Identification Info
- Ownership and Control
- Business Transactions
- Persons Convicted of a Crime
- Excluded/Penalized/Convicted Persons - Information
- Excluded/Penalized/Convicted Persons
- Attestation
- Service Locations**
- Billing Intermediary
- Address Type
- Provider Info
- Medicare Info
- Personal Info
- Certified Specialty Info
- Information Specialty Info
- License Info
- Certification
- Covering Practitioners
- Primary Care Clinician (PCC)
- PCC Practitioners
- PCC Affiliations
- Group Practice Info
- Professional Affiliation
- Trading Partner Profile
- Locum Tenums
- Attachments

Service Locations

List of Locations

DBA Name	Address	City	State
Provider Name	DBA Address	City	State

Cancel Service **Submit**

- Select the service location being updated from the **List of Locations** panel. You will see all the providers you have access to under your User ID. If you do not see the provider location you are looking for, contact the Primary User for that provider ID/service location (PID/SL). The **Location Detail** panel will display.

Service Locations

List of Locations

	DBA Name	Address	City	State
	Provider Name	DBA Address	City	State

Cancel Service

Submit

- On the **Location Detail** panel, update the DBA address information. Be sure to complete all fields marked with a red asterisk.

Location Detail

Select a row above to 'Update' the Service Location. To add a new service location, please complete a new enrollment.

Organization Name OR

Last Name First Name Middle Initial

Contact *

DBA Address *

Address Line 2

DBA City * DBA State * ▾

DBA Zip Code * Email *

Phone Number * Fax Number

TDD/TTY * Yes No

Phone Number

Do you want to use, or continue to use, the services of a billing intermediary when submitting claims to MassHealth? * Yes No

Cancel Item

Update

Cancel Service

Submit

- Select **Update** to return to the **List of Locations** panel.

Location Detail

Select a row above to 'Update' the Service Location. To add a new service location, please complete a new enrollment.

Organization Name OR

Last Name First Name Middle Initial

Contact *

DBA Address *

Address Line 2

DBA City * DBA State *

DBA Zip Code * Email *

Phone Number * Fax Number

TDD/TTY * Yes No

Phone Number

Do you want to use, or continue to use, the services of a billing intermediary when submitting claims to MassHealth? * Yes No

- On the **List of Locations** panel, select **Submit**.

Service Locations

List of Locations

	DBA Name	Address	City	State
	Provider Name	DBA Address	City	State

Attestation

All update requests submitted via the POSC require a certification of agreement.

10. On the **Agreement** panel, click the indicated box to certify. Click **Submit** to submit the update request for processing.

Agreement

I certify under the pains and penalties of perjury that this information and any attached statement that I have provided has been reviewed and signed by me, and is true, accurate, and complete, to the best of my knowledge. I understand that I may be subject to civil penalties or criminal prosecution for any falsification, omission, or concealment of any material fact contained herein.

Cancel Service **Submit**

Processing

All provider file update requests will be processed within 10 business days. A letter will be sent to the requesting provider's DBA address once the change request is processed.