



Job Aid: Update Provider Profile - Group Link Requests

This job aid describes how to do the following.

- Update a Provider Profile via the MassHealth Provider Online Service Center (POSC).
- Request a group practice link.

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

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

Each MassHealth provider must notify MassHealth of any change to their information on file within 14 days. Failure to do so constitutes a breach of the provider contract. In no event may a group practice file a claim for services provided by an individual practitioner until the individual practitioner is enrolled and approved by MassHealth as a member of the group. See [130 CMR 450.223 \(B\)](#).

Group practice organizations must notify MassHealth when an individual practitioner joins or leaves the group practice prior to or no later than the effective date of change. MassHealth will not backdate the effective date of a group link request. Claims submitted for rendering providers not linked to the group will deny so timely updates are important.

Providers of those services falling under Long-Term Services and Supports (LTSS) programs 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 at masshealth-dental.net.

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

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.

Provider Services

- > [Home](#)
- > [Provider Search](#)
- > [Manage Batch Files](#)
- > [Manage Service Authorizations](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
- > [Manage Claims and Payments](#)
- > [Manage Provider Information](#)
 - > [Enrollment](#)
 - > [Maintain Profile](#)
 - > [Update Your MassHealth Profile](#)
 - > [Inquire Profile Update Status](#)
 - > [Business Partners \(non Provider\)](#)
- > [Administer Account](#)
- > [Reference Publications](#)
- > [News & Updates](#)
- > [Related Links](#)

MassHealth Provider Online Service Center

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](#)

4. 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.

Provider Services

- > [Home](#)
- > [Provider Search](#)
- > [Manage Batch Files](#)
- > [Manage Service Authorizations](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
- > [Manage Claims and Payments](#)
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- > [News & Updates](#)
- > [Related Links](#)

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 |

5. On the **Steps** panel, select **Group Practice Info**.

The screenshot shows the MassHealth Provider Online Service Center interface. On the left is the 'Provider Services' menu. In the center is the 'Steps' panel, and on the right is the 'Group Practice Info' panel.

Provider Services

- > Home
- > Provider Search
- > Manage Batch Files
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
- > Manage Claims and Payments
- > Manage Provider Information
 - > Enrollment
 - > Maintain Profile
 - > **Update Your MassHealth Profile**
 - > Inquire Profile Update Status
 - > Business Partners (non Provider)
- > Administer Account
- > Reference Publications
- > News & Updates
- > Related Links

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 Attorneys
- > **Group Practice Info**
- > Professional Affiliation
- > Trading Partner Profile
- > Locum Tenens
- > Attachments

Group Practice Info

List of Locations

| | Address | City | State |
|-------------------------------|-------------|------|-------|
| Provider Name | DBA Address | City | State |

Cancel Service **Submit**

6. The **List of Locations** panel displays the providers granted to the 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 screenshot shows a close-up of the 'List of Locations' table in the 'Group Practice Info' panel. The table has four columns: DBA Name, Address, City, and State. The 'DBA Name' column contains a link labeled 'Provider Name', which is highlighted by a red box. Below the table are two buttons: 'Cancel Service' and 'Submit'.

Group Practice Info

List of Locations

| DBA Name | Address | City | State |
|-------------------------------|-------------|------|-------|
| Provider Name | DBA Address | City | State |

Cancel Service **Submit**

7. Select the appropriate **Service Location**. The **List of Servicing Providers** panel will display. This panel will list all servicing providers previously and currently linked to the group practice. If the individual practitioner is not listed, a link update must be submitted. Select **New Item**.

The screenshot shows the 'Group Practice Info' panel. It has a header 'Group Practice Info' in orange. Below it is a 'List of Locations' section with a table. The first row is highlighted in yellow and contains a link icon, 'Group Practice', 'Address', 'City', and 'State'. Below this is a 'List of Servicing Providers' section with a table. The first row is highlighted in light blue and contains 'Provider Name', 'Address', and 'Provider Type'. At the bottom right of this section is a 'New Item' button, which is highlighted with a red box. At the bottom of the panel are 'Cancel Service' and 'Submit' buttons.

| List of Locations | | | | |
|-------------------|--------------------------------|---------|------|-------|
| | | Address | City | State |
| → | Group Practice | Address | City | State |

| List of Servicing Providers | | |
|-----------------------------|---------|---------------|
| Provider Name | Address | Provider Type |
| | | |

New Item

Cancel Service **Submit**

8. From the **Search for Existing Service Providers** panel, select the magnifying glass to open the **Search for Provider** panel.

The screenshot shows the 'Search for Existing Service Providers' panel. It has a header 'Search for Existing Service Providers' and a sub-header 'To add an existing service provider, click on "Search" icon.' Below this is a 'Provider Name' input field. To the right of the input field is a magnifying glass icon, which is highlighted with a red box and a red arrow pointing to it.

Search for Existing Service Providers

To add an existing service provider, click on "Search" icon.

Provider Name

9. Enter the servicing provider's Provider ID or NPI and select **Search**.

The screenshot shows the 'Search for Provider' panel. It has a header 'Group Practice Panel >>> Search for Provider' and a sub-header 'Update Your MassHealth Profile'. Below this are four input fields: 'Business Name', 'Last Name', 'First Name', and 'Provider ID or NPI'. At the bottom left is a 'Clear' button, and at the bottom right is a 'Search' button, which is highlighted with a red box. At the bottom of the panel is a 'Cancel Service' button.

Group Practice Panel >>> Search for Provider

Business Name

Last Name

First Name

Provider ID or NPI

Clear **Search**

Cancel Service

If the Provider ID or NPI are not readily available, you may search by name. Please note that that you don't have to complete all fields. It's possible to search with only partial information. Incorrect spelling will affect search results.

10. If the search is successful, the **List of Servicing Providers** panel will display the search results. Click the **Provider Name** to continue.

List of Servicing Providers

Click on the Business/Name to select a Service Provider

| Name↑ | Address | Provider Type |
|-------------------------------|------------------|---------------|
| PROVIDER NAME | PROVIDER ADDRESS | PROVIDER TYPE |

1 2 3 ▶

11. The **Service Provider Detail** panel will auto-populate the individual practitioner's information. Verify the correct provider was identified. If correct, scroll down to the **Date Detail** panel. Enter the servicing provider's effective date with the group practice in the **Effective Date** field. No end date is required.

Date Detail

Effective Date End Date

Note: Group practice organizations must notify MassHealth when an individual practitioner joins or leaves the group practice prior to or no later than the effective date of change. MassHealth will not backdate the effective date of a group link request. Claims submitted for rendering providers not linked to the group will be denied, so timely updates are important.

12. Click **Update** to save and return to the **List of Servicing Providers**.

Date Detail

Effective Date End Date

13. Select **Submit**.

Group Practice Info

List of Locations

| | | Address | City | State |
|---|--------------------------------|---------|------|-------|
| → | Group Practice | Address | City | State |

List of Servicing Providers

Click on the Business/Name to select a Service Provider

| Name ↑ | Address | Provider Type |
|-------------------------------|------------------|---------------|
| PROVIDER NAME | PROVIDER ADDRESS | PROVIDER TYPE |

1 2 3 ▶

[New Item](#)

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

Attestation

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

14. 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.