



## Job Aid: Update Provider Profile - Group Unlink 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 unlink.

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 here at [masshealthtss.com](http://masshealthtss.com).

Dentists cannot update via this portal. Please contact the MassHealth Customer Service for Dental Providers here at [masshealth-dental.net](http://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



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](#)
- > [Manage Provider Information](#)
  - > [Enrollment](#)
  - > [Maintain Profile](#)
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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](http://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 'Update Your MassHealth Profile' page. On the left, the 'Steps' panel lists various options, with 'Group Practice Info' highlighted in a red box. The main content area is titled 'Group Practice Info' and contains a 'List of Locations' table. The table has columns for 'DBA Name', 'Address', 'City', and 'State'. Below the table are 'Cancel Service' and 'Submit' buttons.

6. The **List of Locations** panel displays the providers granted access 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).

This is a close-up of the 'List of Locations' table. The 'DBA Name' column is highlighted with a red box, and the text 'Provider Name' is visible in the first row. The table also shows 'DBA Address', 'City', and 'State' columns. Below the table are 'Cancel Service' and 'Submit' buttons.

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. Select the name of the individual practitioner that you want to unlink.

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 ▶		

8. The **Service Provider Detail** panel will auto-populate the individual practitioner's information. Verify the correct provider was selected. If correct, scroll down to the **Date Detail** panel. Enter the servicing provider's end date with the group practice in the **End Date** field.

Date Detail	
Effective Date	<input type="text"/>
End Date	<input type="text" value="06/30/2024"/>
<input type="button" value="Cancel Item"/>	<input type="button" value="Update"/> <input type="button" value="Remove"/>
<input type="button" value="Cancel Service"/>	<input type="button" value="Submit"/>

**Note:** Group practice organizations must notify the MassHealth agency when an individual practitioner joins or leaves the group practice prior to or no later than the effective date of change.

9. Select **Update** to save and return to the **List of Servicing Providers**.

Date Detail	
Effective Date	<input type="text"/>
End Date	<input type="text" value="06/30/2024"/>
<input type="button" value="Cancel Item"/>	<input type="button" value="Update"/> <input type="button" value="Remove"/>
<input type="button" value="Cancel Service"/>	<input type="button" value="Submit"/>

10. Select **Submit**.

**Group Practice Info**

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**List of Locations**

		Address	City	State
→	<a href="#">Group Practice</a>	Address	City	State

**List of Servicing Providers**

Click on the Business/Name to select a Service Provider

Name ↑	Address	Provider Type
<a href="#">PROVIDER NAME</a>	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.

11. On the **Agreement** panel, select the indicated box to certify. Select **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.