



Job Aid: Update a Referral

A referring provider can change or modify an existing referral to a service provider as long as the referral is active and available. Please note that only the primary care clinician (PCC) or a primary care ACO provider (PCP) who originated the referral can update it. You can find referral requirements and exceptions in MassHealth regulations at [130 CMR 450.118\(J\)](#) and [130 CMR 450.119\(I\)](#).

This job aid describes how to

- use the **Search for Provider** function to locate referrals to a service provider; and
- modify a previously submitted referral.

Inquire Referral

From the **POSC** home page:

1. Click **Manage Service Authorizations**.

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☰ MassHealth Provider Online Service Center (POSC)


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The following messages are generated:
⚠ User Last Login: Thu Sep 11 2025 09:53:16 AM EDT




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.

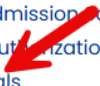
2. Click **Referrals**.


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MassHealth Provider Online Service Center (POSC)

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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.

3. Click **Inquire Referral**. The **Referral Search** panel will display.

Search for Referral

On the **Referral Search** panel, the referring provider can search for referrals they submitted to a service provider. You can search by the referral number, member and service provider information, or by the member and service provider issuing the referral.

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☰ MassHealth Provider Online Service Center (POSC)

- Home Services
- Provider Search
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- ↓ **Manage Service Authorizations**
 - Pre-Admission Screening
 - Prior Authorization
- ↓ **Referrals**
 - Enter New Referral
 - **Inquire Referral**
 - Request Transportation
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
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Inquire Referral

Referral Search

You can enter the Referral Authorization number to inquire about a specific 278 request.

Referral Authorization #

.....OR.....

Enter the following fields to search the referrals submitted to you.

Member ID

Service Provider

Referring Provider

Effective Date End Date

.....OR.....

Enter the following fields to search the referrals submitted by you to another provider.

Member ID

Referring Provider

Service Provider

Effective Date End Date

Submission Date From Submission Date To

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4. To search by referral number:
 - Enter the referral number in the **Referral Authorization Number** field.
 - Click **Search**.
 - Skip to Step 8.
5. If you don't have the referral and want to find the referrals submitted by you (the referring provider), you can do the following.
 - Enter the Member ID.
 - Select the **Referring Provider** from the dropdown list. This is determined by your login to the POSC.
 - In the **Service Provider** field, click the **Field Search** button to display the **Search for Provider** panel, where you can perform a search for the service provider. Enter as much information in the search criteria as possible.
 - Click **Search**. A list of servicing providers will appear (there could be multiple pages).
 - Click the **Name** of the desired **Service Provider**.

Complete Referral Search/Select Desired Referral

6. On the **Referral Search** panel for referrals submitted by you (the Referring Provider). Follow these steps.
 - Enter the date that is either before or is the actual **Effective Date** of the referral.
 - Enter an **End Date** the same as or after the end date for the referral.
 - Click **Search**. The **Referral Search Results** panel will display.
7. Click the **Referral Number** link of the desired referral. The **Referral Information** panel will display.

Update Referral

On the **Referral Information** panel, you can do the following.

8. Review the **Referral Information** to ensure that you have selected the correct referral. When you have confirmed that you have the correct referral, you can complete the following steps.
9. Modify the number of **Visits** allowed for the referral.
 - The number of **Visits** can be reduced to a number equal to or greater than the number of **Visits** already processed. For example, if there were 10 visits and six were used, the number of **Visits** could not be lower than six.
 - The number of **Visits** can be increased, if requested by the PCC/PCP.
10. Enter a new **End Date** for the referral.
 - The **End Date** can be set back to a date of service that is not before the **Service Provider's** most recent date of service (previously paid claims are connected to the referral).
 - The **End Date** can be moved to a future date, if requested by the PCC/PCP.

When you have completed the desired changes to the referral, do the following.

11. Click **Update**. A **Referral Update Confirmation** panel will display, indicating that the update was successful. Automatic notifications are not generated by the system for changes to an existing referral.

The screenshot shows the 'Enter New Referral' form in the MassHealth Provider Online Service Center (POSC). The page header includes 'Health and Human Services' and 'Mass.gov'. The navigation bar contains 'HOME', 'MEMBERS', 'PROVIDERS', 'INITIATIVES', 'REGULATIONS', and 'Logout'. The date 'September 16, 2025' is displayed. A sidebar on the left lists various services, with 'Enter New Referral' highlighted under the 'Referrals' section. The main form area is titled 'Enter New Referral' and contains the following fields and sections:

- Referral Information** section:
 - Member ID * (text input)
 - Referring Provider * (dropdown menu)
 - Individual Referring Provider (text input with search icon)
 - Service Provider * (text input with search icon)
 - Assignment * (dropdown menu)
 - Diagnosis Code (text input with search icon)
 - Reason for Referral (text area)
 - Procedure Code (text input with search icon)
 - Modifier 1 (text input with search icon)
 - Modifier 2 (text input with search icon)
 - Thru Code (text input with search icon)
 - Modifier 3 (text input with search icon)
 - Modifier 4 (text input with search icon)
 - Effective Date * (calendar picker, set to 09/16/2025)
 - End Date * (calendar picker, set to 09/16/2026)
 - Visits * (text input)
 - Service Description (text area)
- Buttons: 'Cancel Service' and 'Submit'.

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Notes

The PCC/PCP may be an entity, group, or individual.

The referral can be updated by the originating PCC/PCP under the following conditions.

- The member is currently enrolled with the PCC/PCP who submitted the referral.
- The **Effective Date** and **End Date** range includes the current date.
- The number of visits has not been exhausted.
- The referral is active and available.

The referral will be automatically canceled under the following conditions.

- If the member leaves the PCC Plan or Primary ACO, then for any available referral, the End Date is changed to the close date.
- When a member changes enrollment to a different PCC/PCP, the **End Date** of the referral will
 - remain unchanged if the **End Date** on the referral is less than or equal to **30** days after the close date; or
 - be set to a grace period of **30** days after the close date, if the **End Date** on the referral is greater than **30** days after the close date.

For information on how to Inquire and Submit a Referral, please refer to the Job aids for the Provider Online Service Center page on Mass.gov.