

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.



MassHealth Provider Online Service Center (POSC)

The following messages are generated:

△ User Last Login: Thu Sep 11 2025 09:53:16 AM EDT

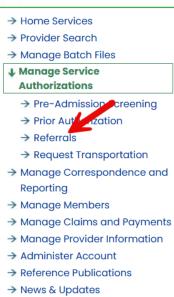


The Provider Online Service Center provides the tools to effectively manage your business with MassHealth electronically. Use these services to view data, manage your profile information, and submit and retrieve transactions.

2. Click Referrals.



MassHealth Provider Online Service Center (POSC)



→ Related Links

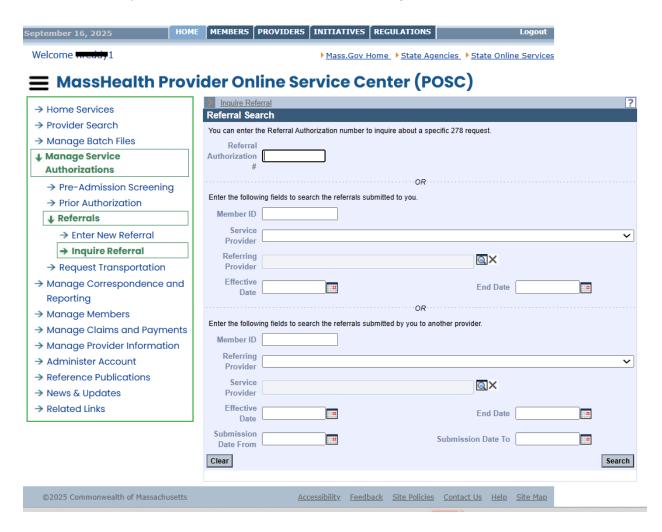


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3. Click Inquire Referral. The Referral Search panel will display.

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.



- 4. To search by referral number:
 - o 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.
 - o 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.

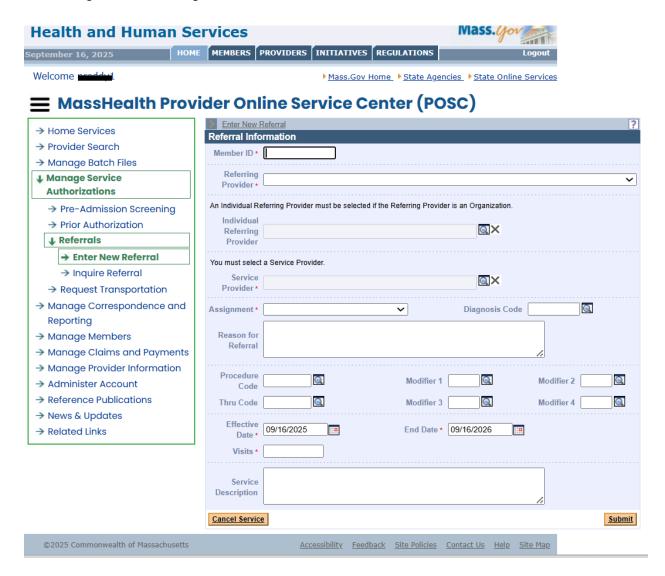
Update Referral

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.
 - o 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).
 - o 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.



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
 - o 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.