



## Job Aid: View Metrics Reports

The POSC provides standard Claims Metrics and Reports data to all enrolled MassHealth providers.

This job aid describes how to do the following.

- Access metrics and reports (remittance advice)
- Open and view the metrics and reports

### Access View Claims Metrics/Reports

From the **POSC** home page:

1. Click **Manage Correspondence and Reporting**.
2. Click **View Metrics/Reports**. The View/Metrics Reports panel will appear.
3. Select the **Provider ID** from the dropdown list.
4. Click **Search**.
5. Select the appropriate PDF link to open the appropriate file.

The screenshot shows the MassHealth Provider Online Service Center interface. The page title is "Health and Human Services" and the URL is "https://uat-posc.ehs.state.ma.us/EHSProviderPortal/viewMetricsReports/ManageCorrespondence". The page is for user "mhughes" and shows the "View Metrics/Reports" section. A dropdown menu for "Provider ID" is set to "1134135759-110048577A-HUGHES, MICHELLE -334 HANOVER ST STE 3". Below the search bar, there is a "View Claims Metrics/Reports" section with a table of metrics and reports.

Metrics Name	Year to Date	Month to Date
Top Ten Denials	<a href="#">PDF</a>	<a href="#">PDF</a>
Claims Volume	<a href="#">PDF</a>	<a href="#">PDF</a>
Turnaround Time	<a href="#">PDF</a>	

  

Date	Report	File
06/14/2024	R: RA_110048577A_100790	<a href="#">PDF</a>
06/07/2024	R: RA_110048577A_100789	<a href="#">PDF</a>
05/31/2024	R: RA_110048577A_100788	<a href="#">PDF</a>
05/24/2024	R: RA_110048577A_100787	<a href="#">PDF</a>
05/17/2024	R: RA_110048577A_100786	<a href="#">PDF</a>
05/10/2024	R: RA_110048577A_100785	<a href="#">PDF</a>
05/03/2024	R: RA_110048577A_100784	<a href="#">PDF</a>
04/26/2024	R: RA_110048577A_100783	<a href="#">PDF</a>
04/19/2024	R: RA_110048577A_100782	<a href="#">PDF</a>
04/12/2024	R: RA_110048577A_100781	<a href="#">PDF</a>

## View the Claims Metrics Reports

Please select the appropriate claims metrics report and the report parameters. After you click the appropriate PDF link, a pop-up window opens.

6. Click **Open**. The report will open in a new window.
7. View the report.
8. Download the report.

The screenshot shows the MassHealth Provider Online Service Center interface. The page title is "Health and Human Services" and the URL is "https://uat-posc.ehs.state.ma.us/EHSProviderPortal/viewMetricsReports/ManageCorrespond...". The page is for a user named "mhughes" and displays the "View Metrics/Reports" section. A search bar for "Provider ID" is set to "1134135759-110048577A-HUGHES, MICHELLE -334 HANOVER ST STE 3". Below the search bar, there is a "View Claims Metrics/Reports" section with a table of metrics and a "Reports" section with a table of report files.

Metrics Name	Year to Date	Month to Date
Top Ten Denials	<a href="#">PDF</a>	<a href="#">PDF</a>
Claims Volume	<a href="#">PDF</a>	<a href="#">PDF</a>
Turnaround Time	<a href="#">PDF</a>	

  

Date	Report	File
06/14/2024	R: RA_110048577A_100790	<a href="#">PDF</a>
06/07/2024	R: RA_110048577A_100789	<a href="#">PDF</a>
05/31/2024	R: RA_110048577A_100788	<a href="#">PDF</a>
05/24/2024	R: RA_110048577A_100787	<a href="#">PDF</a>
05/17/2024	R: RA_110048577A_100786	<a href="#">PDF</a>
05/10/2024	R: RA_110048577A_100785	<a href="#">PDF</a>
05/03/2024	R: RA_110048577A_100784	<a href="#">PDF</a>
04/26/2024	R: RA_110048577A_100783	<a href="#">PDF</a>
04/19/2024	R: RA_110048577A_100782	<a href="#">PDF</a>
04/12/2024	R: RA_110048577A_100781	<a href="#">PDF</a>

## Reports – MassHealth Remittance Advice

Please select the appropriate remittance advice to view. After you click the PDF link, a pop-up window opens.

9. Click **Open**. The report will open in a new window.
10. View the report.
11. Download the report.

The screenshot shows the MassHealth Provider Online Service Center interface. The page title is "Health and Human Services" and the URL is "https://uat-posc.ehs.state.ma.us/EHSProviderPortal/viewMetricsReports/ManageCorrespond". The page is for user "mhughes" and shows the "View Metrics/Reports" section. A search bar for "Provider ID" contains the text "1134135759-110048577A-HUGHES, MICHELLE -334 HANOVER ST STE 3". Below the search bar, there is a "View Claims Metrics/Reports" section with a table of metrics. The table has columns for "Metrics Name", "Year to Date", and "Month to Date". The metrics listed are "Top Ten Denials", "Claims Volume", and "Turnaround Time", each with a "PDF" link. Below this is a "Reports" section with a table of reports. The table has columns for "Date", "Report", and "File". The reports listed are:

Date	Report	File
06/14/2024	R: RA_110048577A_100790	<a href="#">PDF</a>
06/07/2024	R: RA_110048577A_100789	<a href="#">PDF</a>
05/31/2024	R: RA_110048577A_100788	<a href="#">PDF</a>
05/24/2024	R: RA_110048577A_100787	<a href="#">PDF</a>
05/17/2024	R: RA_110048577A_100786	<a href="#">PDF</a>
05/10/2024	R: RA_110048577A_100785	<a href="#">PDF</a>
05/03/2024	R: RA_110048577A_100784	<a href="#">PDF</a>
04/28/2024	R: RA_110048577A_100783	<a href="#">PDF</a>
04/19/2024	R: RA_110048577A_100782	<a href="#">PDF</a>
04/12/2024	R: RA_110048577A_100781	<a href="#">PDF</a>

At the bottom of the reports table, there is a pagination control showing "1 2 3 >".