



MMIS POSC Job Aid: Homeless Medical Respite Member Search

This job aid describes how to access the Homeless Medical Respite Member Search through the MassHealth Provider Online Service Center. This includes

- how to navigate the panel
- how to search the panel
- how to review the field help
- how to resolve an error message

POSC Login

You can access the MassHealth POSC (Provider Online Service Center) home page by going to <https://mmis-portal.ehs.state.ma.us/EHSProviderPortal>. You can also navigate there by going to Mass.Gov, searching for MassHealth POSC, and then following the page navigation to login.

Once you access the home page, click the **Login** button. Once you log in, you can use the features displayed in the left navigation pane under “Provider Services.”

Health and Human Services

July 29, 2025

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Welcome

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→ Home Services

→ Provider Search

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→ Manage Members

↓

Manage Claims and Payments

→ Enter Single Claim

→ Inquire Claim Status

→ Hearing Aid Member Search

→ Homeless Medical Respite Search

→ View PACE Payments

→ View SCO Payments

→ Manage Provider Information

→ Administer Account

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→ News & Updates

→ Related Links

Directly enter data and modify individual transactions (i.e. claims submission & status, eligibility verification, service authorizations, etc.); manage access to your data.

View your notifications, contracts, reports, metrics, and financial data.

Download most MassHealth forms and publications.

Pre-login Services

Reference publications

News and Updates

Related Links

View broadcast message

VIEW

Questions about POSC?

LEARN MORE

If you suspect that the security of your account has been compromised, please contact MassHealth Customer Service at 1-800-841-2900.

You will need a Username and password to access many of the services listed in the menu. If you are currently a MassHealth provider and require log in assistance, please contact the MassHealth Customer Service at 1-800-841-2900.

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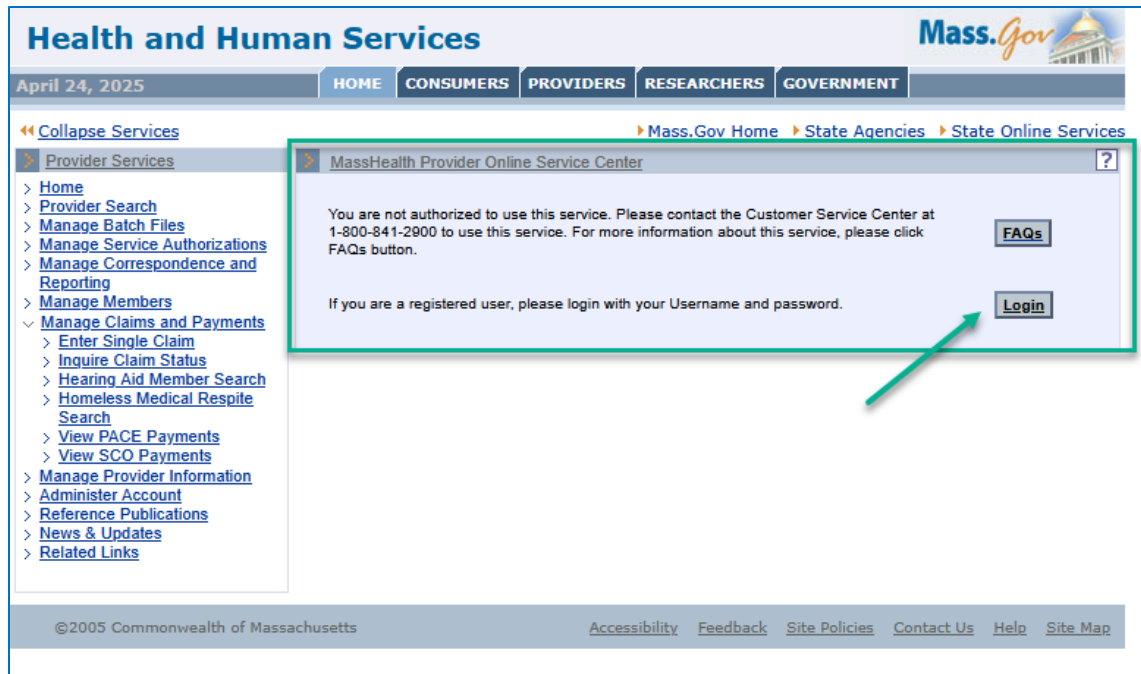
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If you try to access a feature from the “Provider Services” menu without logging into the page, you will receive an error message.

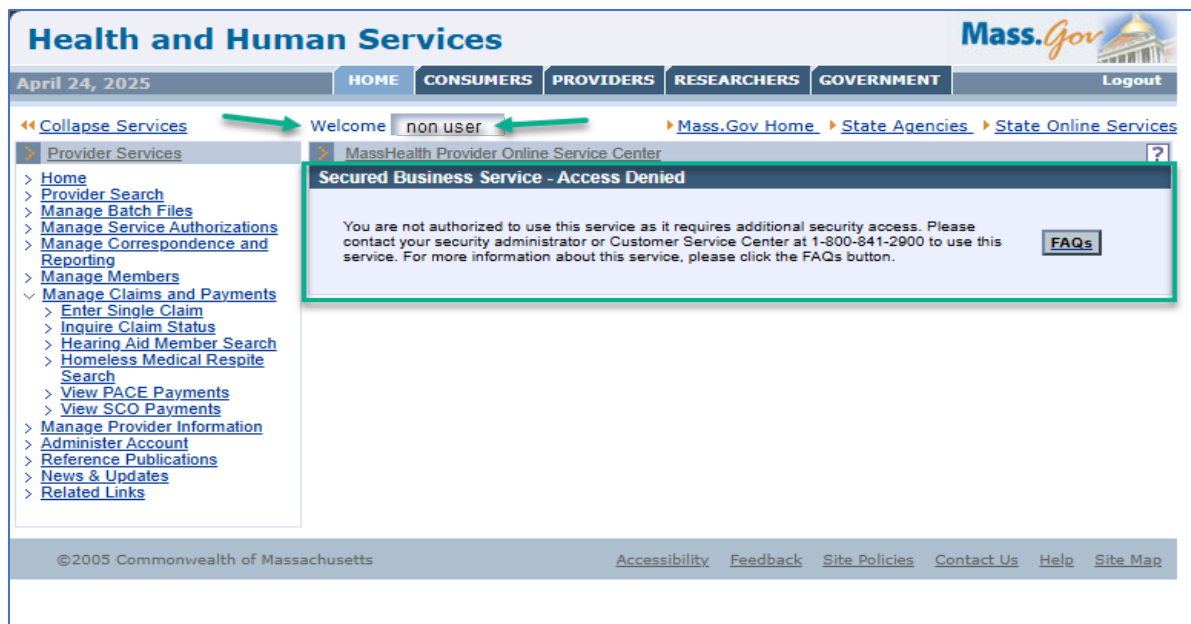
MassHealth Provider Online Service Center

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If you log into the POSC and your username is listed next to the welcome message display, but you don't have access to the Homeless Medical Respite Member Search, you will get a message stating you are not authorized.



Navigation

Once you're logged in, you will find the new Homeless Medical Respite Member feature on the Provider Services pane under "Manage Claims and Payments." Click on "Manage Claims and Payments." You will see the service listed.

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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.



Directly enter data and modify individual transactions (i.e. claims submission & status, eligibility verification, service authorizations, etc.); manage access to your data.



View your notifications, contracts, reports, metrics, and financial data.



Download most MassHealth forms and publications.

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VIEW

Questions about POSC?

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Click on **Homeless Medical Respite Member Search** to open the related search panel.

The screenshot shows the 'Health and Human Services' website with the 'Mass.gov' logo. The date 'April 24, 2025' is displayed. The navigation bar includes 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', 'GOVERNMENT', and 'Logout'. A 'Welcome user name' message is shown. The left sidebar lists various services under 'Provider Services', with 'Homeless Medical Respite Search' highlighted by a green arrow. The main content area displays the 'Homeless Medical Respite Search' panel, which contains a form with a 'Member ID' field and a 'Search' button. A 'Close' button is also visible at the bottom of the panel.

Search

Type in the member's 12-digit MassHealth identification number in the **Member ID** field and then click the **Search** button.

This screenshot shows the same website as the previous one, but with the 'Member ID' field in the 'Homeless Medical Respite Search' panel filled with the text '100'. A green arrow points to the 'Search' button, indicating the next step in the process. The 'Close' button remains at the bottom of the panel.

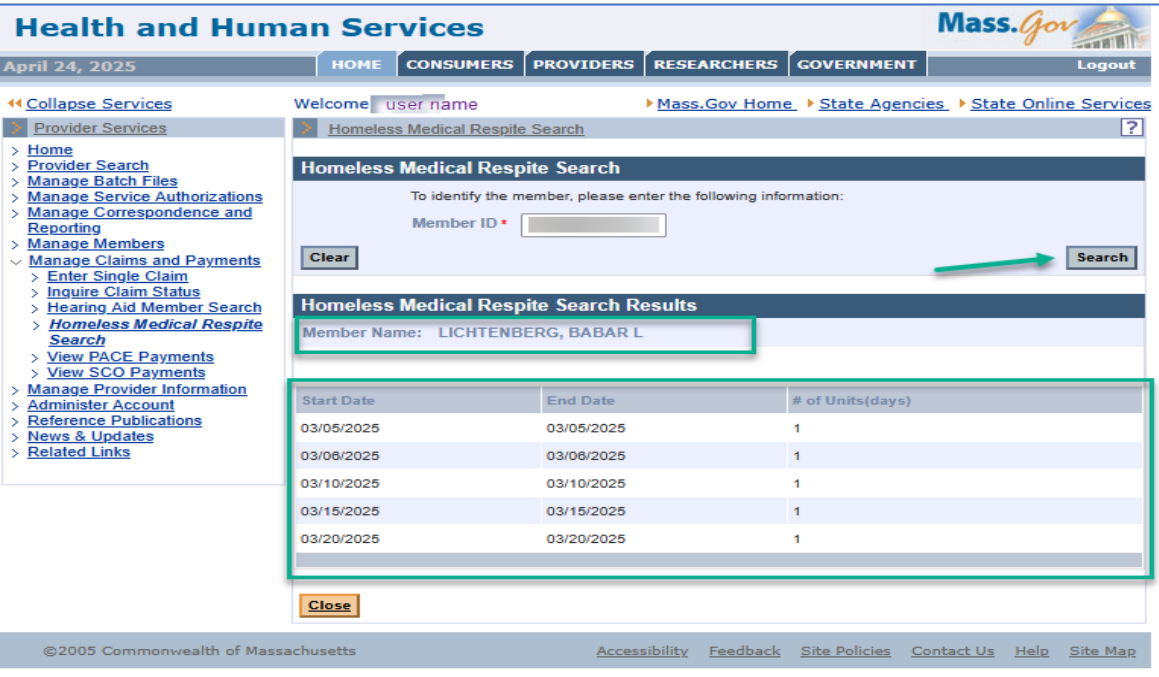
Search Results

The search can yield several results:

- Member ID on File – Services Paid
- Member ID on File – No Services Paid
- Member ID Not on File – No Services Paid
- The search cans also show “No Records Found.”

Member ID on File – Services Paid

You will see the search results display within the **Homeless Medical Respite Member Search Results** panel. The member’s name will show. If the member received Homeless Medical Respite Services, *as defined by having paid claims for the service*, the results will list the start date, end date, and the number of units (days) that have been paid.



Health and Human Services Mass.gov

April 24, 2025 [HOME](#) [CONSUMERS](#) [PROVIDERS](#) [RESEARCHERS](#) [GOVERNMENT](#) [Logout](#)

Welcome [user name](#) [Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

Homeless Medical Respite Search

To identify the member, please enter the following information:

Member ID *

[Clear](#) [Search](#)

Homeless Medical Respite Search Results

Member Name: LICHTENBERG, BABAR L

Start Date	End Date	# of Units(days)
03/05/2025	03/05/2025	1
03/06/2025	03/06/2025	1
03/10/2025	03/10/2025	1
03/15/2025	03/15/2025	1
03/20/2025	03/20/2025	1

[Close](#)

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Member ID on File – No Services Paid

When the member ID is on file but there are no Homeless Medical Respite Member Services to return, the display will show the member name with the results as **“No Records Found”**.

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Welcome user name

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State Online Services

Homeless Medical Respite Search

To identify the member, please enter the following information:

Member ID * 100

Clear

Search

Homeless Medical Respite Search Results

Member Name: HUBEL, EMMETTE L

No Records Found

Close

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Member ID Not on File – No Services Paid

When the member ID is not on file, the display will show “Member Name: **Not on File**” and the **Homeless Medical Respite Member Search** box will show “**No Records Found**”.

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Homeless Medical Respite Search

To identify the member, please enter the following information:

Member ID * 100000000058

Clear

Search

Homeless Medical Respite Search Results

Member Name: Not on File

No Records Found

Close

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MassHealth Provider Online Service Center

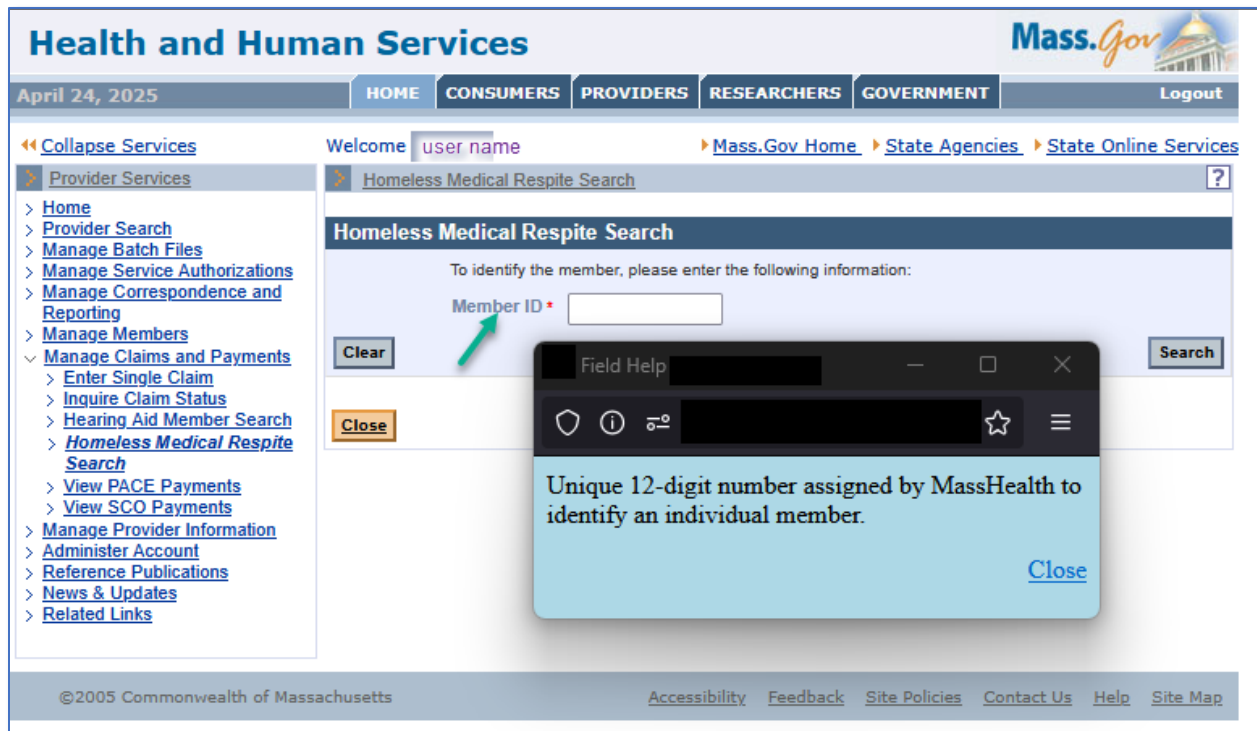
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Help

Field Help

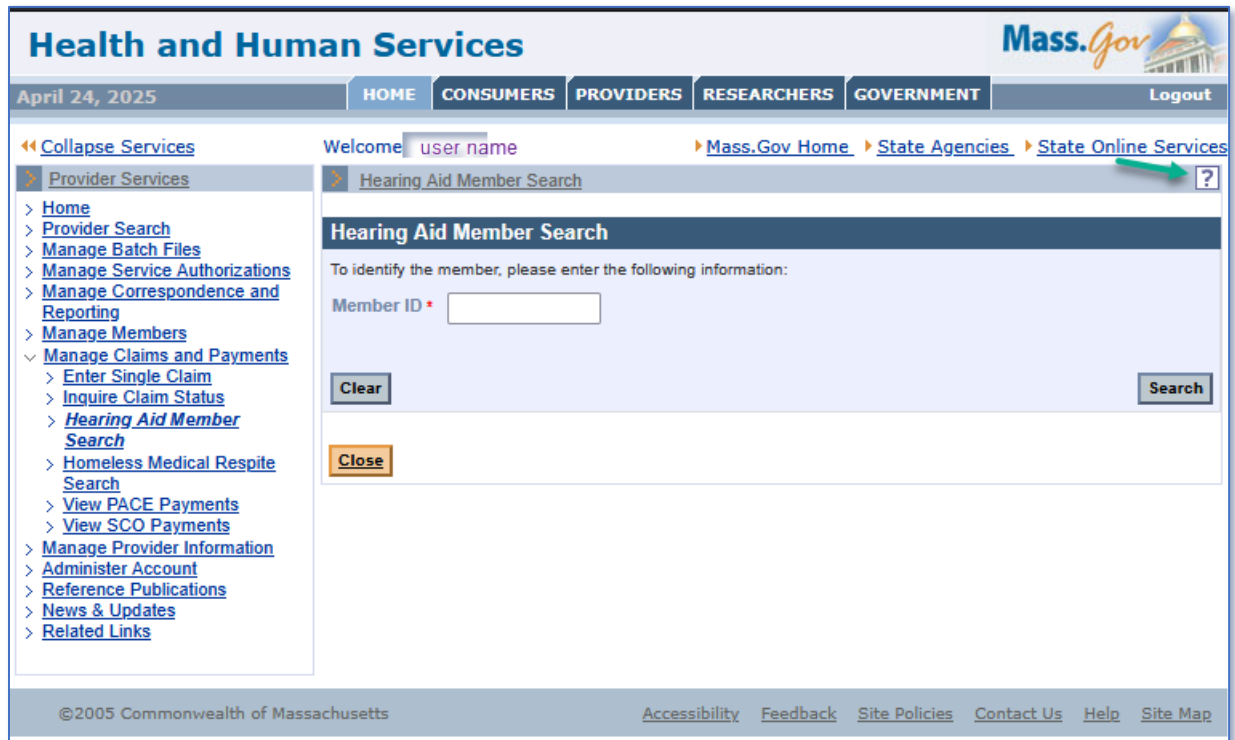
You can click on the field name **Member ID*** to display Field Help.



The screenshot shows the MassHealth Provider Online Service Center interface. The header includes the date "April 24, 2025", navigation tabs for "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT", and a "Logout" link. The "Mass.gov" logo is in the top right. A breadcrumb trail shows "Mass.Gov Home" > "State Agencies" > "State Online Services". The main content area is titled "Homeless Medical Respite Search" and contains a form with a "Member ID*" field. A green arrow points to this field, and a "Field Help" popup is open, displaying the text: "Unique 12-digit number assigned by MassHealth to identify an individual member." The popup has a "Close" link. The left sidebar contains a "Collapse Services" button and a list of links including "Home", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Manage Correspondence and Reporting", "Manage Members", "Manage Claims and Payments", "Enter Single Claim", "Inquire Claim Status", "Hearing Aid Member Search", "Homeless Medical Respite Search", "View PACE Payments", "View SCO Payments", "Manage Provider Information", "Administer Account", "Reference Publications", "News & Updates", and "Related Links". The footer contains copyright information "© 2005 Commonwealth of Massachusetts" and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

Panel Help

You can click on the  to open the Help Panel.



The screenshot displays the MassHealth Provider Online Service Center interface. The header includes the date "April 24, 2025", navigation tabs for "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT", and a "Logout" link. The "Mass.Gov" logo is in the top right. A breadcrumb trail shows "Mass.Gov Home" > "State Agencies" > "State Online Services". The main content area is titled "Hearing Aid Member Search" and contains a form with a "Member ID" input field, "Clear", "Search", and "Close" buttons. A green arrow points to a question mark icon in the top right corner of the page content area. The left sidebar lists various services under "Collapse Services", including "Provider Services", "Home", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Manage Correspondence and Reporting", "Manage Members", "Manage Claims and Payments", "Enter Single Claim", "Inquire Claim Status", "Hearing Aid Member Search", "Homeless Medical Respite Search", "View PACE Payments", "View SCO Payments", "Manage Provider Information", "Administer Account", "Reference Publications", "News & Updates", and "Related Links". The footer contains copyright information for the Commonwealth of Massachusetts and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

The page shows the description.


Help

MassHealth Provider Online Service Center

Homeless Medical Respite Member Search

The Homeless Medical Respite Member Search panel allows users to search for claims by entering Member ID.

- Fields marked with a red asterisk (*) are required.
- Error Resolution:

If an error is detected, a statement is displayed in the upper portion of the panel. The statement indicates the problem and the method of correction. It is preceded by a small red circle with a white "x" (✖). The red circle also appears next to required fields that are in error.
- Click  to close this Help Panel.

Step	Action	Response
1	<u>Type Values</u> Enter the 12-digit Member ID in the Member ID field.	The Member ID is accepted or an error message is displayed if invalid.
2	Click Search to submit the search criteria.	The search results panel is displayed, or a "No Records Found" message is shown.
3	Click Clear to reset the panel and remove entries.	The panel is reset to its initial blank state.
4	Click Close to exit the panel.	The user is returned to the previous screen.

Error Messages

The system will not accept a member ID with

- both number and letters
- special characters, or
- fewer than 12 digits.

If you use them, the system will show an error message.

The screenshot displays the 'Health and Human Services' website interface. At the top, the date 'April 24, 2025' is shown on the left, and navigation tabs for 'HOME', 'CONSUMERS', 'PROVIDERS', 'RESEARCHERS', and 'GOVERNMENT' are in the center. The 'Mass.gov' logo is on the right. Below the navigation bar, a 'Welcome user name' message is visible. A sidebar on the left lists various services under 'Collapse Services', including 'Provider Services', 'Homeless Medical Respite Search', and 'Manage Claims and Payments'. The main content area features a 'Homeless Medical Respite Search' section. A red error message is displayed: 'The following messages are generated: Member ID must be numeric. The acceptable values are 0-9. Please correct Member ID.' Below this, a search form is shown with the label 'To identify the member, please enter the following information:'. The 'Member ID' field contains the text '1000000000A8', which is highlighted by a red box. A 'Search' button is located to the right of the input field. At the bottom of the page, there is a footer with copyright information and links for 'Accessibility', 'Feedback', 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

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Welcome user name

Mass.Gov Home

State Agencies

State Online Services

Homeless Medical Respite Search

The following messages are generated:

✖ Member ID is shorter than the allowable minimum of 12 digits. Please correct Member ID.

Homeless Medical Respite Search

To identify the member, please enter the following information:

✖ Member ID * 10000000058

Clear

Search

Close

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