MASSHEALTH MMIS POSC USER ACCOUNT CREATION AND ALIGNMENT FORM

Commonwealth of Massachusetts | Executive Office of Health and Human Services | www.mass.gov/masshealth

This form can be used **ONLY** by the primary user of an actively enrolled MassHealth provider. It can be used only to request that MassHealth create and merge a Medicaid Management Information System (MMIS) Provider Online Service Center (POSC) account with an existing Virtual Gateway (VG) user ID that currently facilitates access to a separate and distinct non-MMIS VG-hosted application (e.g., Department of Public Health system; Enterprise Invoice/Service Management [EIM/ESM]).

Please note: All sections marked with an asterisk (*) are required fields and must be completed by the submitter. Incomplete and handwritten forms will be rejected.

USER INFORMATION

Input the user's information that requires an MMIS account to be created and/or merged.

First name*	Last name*	Date of birth (MM/DD)*
Email address*	Provider identification/service location (PID/SL)	
Personal identification number (PIN)*		

Please check off the VG application(s) that you currently have.

- ☐ Disability and community services programs
- ☐ Enterprise Invoice Management/Enterprise Service Management Module
- ☐ Health care services
- ☐ Home and Community Services Information System/Department of Developmental Services (HCSIS/DDS) Application
- ☐ Management Immunization Information System (MIIS)
- ☐ Veterans' services
- ☐ Other

Provide comments/additional information to explain the request.

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SUBMITTER (PRIMARY USER) INFORMATION

☐ If the user and submitter are the same, please check this box.

First name	Last name
Phone number	Email address

Please submit this completed form to MassHealth at Functional.Coordination@mass.gov. It can't be mailed or faxed. MassHealth typically processes Creation and Alignment Form requests within seven business days. The end user will receive an email when it's completed. If the end user isn't the primary user, they'll need to communicate with each other, as there will not be a notification to the primary user.

FOR EOHHS USE ONLY: Please create a provider incident ticket.

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