Verification Request FAQs

1. Can I request a verification in person or mail in my request?

In order to maintain an eco-friendly environment, we will no longer accept paper requests by mail. All requests must be submitted online through our ePLACE Portal. If you have not created an ePlace Portal account please click (here) for instructions.

2. How do I submit my out of state verification form?

Each verification will include a standard letter on our letterhead with the board seal confirming your credentials. It is not necessary to submit any out of state forms.

3. Can my verification request be expedited?

Due to the high volume of requests received, all requests are processed in the order in which they are received.

4. What is the cost for a verification request?

The current fee is $15. The system will prompt you to pay this fee electronically.

5. What if the requestor is indicating that the verification has not been received?

The system will provide you with a **VERIFY** record ID. Simply contact the board for a status of your verification, and we may provide a copy of the verification sent to the requestor.

If you have any additional questions in regards to verifications, please email the board at massagetherapy@mass.gov