As an authorized provider user, you can create subordinate accounts and assign services, such as Claim

Submission and Status, for your staff members and link staff member accounts to other providers and billing

entities in your practice. This job aid describes how to:

1. Create a subordinate account.

Create a Subordinate Account

From the Provider Online Service Center home page:

1. Click Administer Account.

2. Click Manage Subordinate Accounts.

3. Choose the Provider ID Service/Location from the Provider drop down menu.

Note: This is the Provider ID/SL that you want to create the subordinate for.

On the Subordinates Search panel:

4. Click New Subordinate.

Enter New Subordinate Information

On the Add New Subordinate panel:

5. Enter the subordinate’s last name in the Last Name field.

6. Enter the subordinate’s first name in the First Name field.

7. Enter the subordinate’s date of birth in the Date of Birth (mm/dd) field. Do not enter the year.

8. Enter the subordinate’s 4 digit PIN (identified by the user or defined by the administrator).

9. Enter the subordinate’s email address in the Email field.

10. Enter the subordinate’s ZIP code in the Zip Code field.

11. Move the services you want the subordinate to have access to from the Available Services column to

the Assigned Services column by using the forward arrow key.

12. Click Submit.

13. Note the system generated username and password on the confirmation message.

NewMMIS Job Aid: Create Accounts

MassHealth Provider Online Service Center 1 of 1 Revised: July 28, 2010

v2.3

Provider Online Service Center - Submit a Referral

MassHealth Provider Online Service Center Submit a Referral 1/2