

## **Job Aid: Create Accounts**

The Primary User is responsible for managing access to their organization's information on the MMIS Provider Online Service Center (POSC). Only the Primary User for a MassHealth-enrolled organization (provider, relationship entity) can create subordinate accounts for staff members and assign access for users to perform services on the POSC (submit claims, check eligibility, etc.). The Primary User can also provide access to other providers and billing entities to perform services on behalf of their organization by linking user accounts.

The Primary User within each organization must ensure that each person who requires access is assigned a unique user ID. Do not create more than one user ID per person. Only one user ID per user is allowed. Sharing user IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Every user who is assigned a user ID is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (MMIS, for example). The Primary User must ensure that each of the organization's users are made aware that they are responsible for the use of the ID and that it may be terminated if the user violates the VG Terms and Conditions.

The Primary User will need to make subordinate account changes, such as changing services, resetting passwords, or removing subordinate accounts that are no longer in use. The Primary User must ensure that a backup Primary User (administrator) is assigned to support user access requests and resolve issues in the Primary User's absence.

This job aid describes how to create a subordinate account.

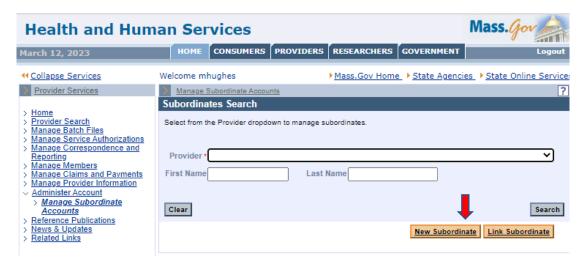
## **Create a Subordinate Account**

From the **Provider Online Service Center** home page:

- 1. Click Administer Account.
- 2. Click Manage Subordinate Accounts.



- 3. Choose the Provider ID/Service Location (PID/SL) from the Provider dropdown menu. **Note**: This is the PID/SL that you want to create the subordinate for.
- 4. On the **Subordinates Search** panel, click **New Subordinate**.



## **Enter New Subordinate Information**

## On the Add New Subordinate panel:

- 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 four-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.



5. Take note of the system-generated username and password on the confirmation message.