

Job Aid: Update 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. 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:

- change services assigned to the subordinate account,
- · reset a subordinate account password, and
- remove a subordinate account from a provider list.

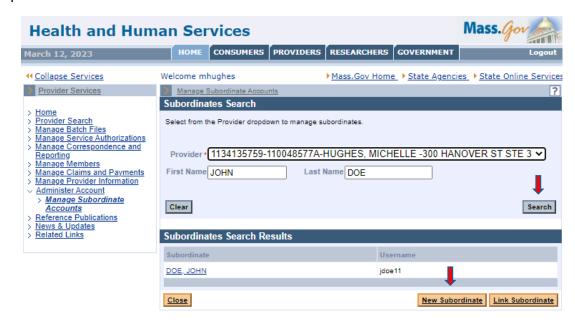
Update a Subordinate Account

From the **POSC** 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 Search.
- 5. On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.



On the **Update Subordinate** panel:

- 6. Move the services to the correct column, **Available Services** or **Assigned Services**, based on whether you want the subordinate to have access to them.
- 7. Click Submit.



On the Confirmation panel:

8. Click **Close** after verifying that your update has been performed.

Reset a Subordinate Account Password

From the **POSC** home page:

- 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 Search.
- 5. On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.
- 6. On the **Update Subordinate** panel, click **Reset Password**.



7. On the **Confirmation** panel, click **Close** after verifying that your update has been performed.

Remove a Subordinate Account from a Provider

From the **POSC** 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 **Search**.
- 5. On the **Subordinates Search Results** panel, click the name of the subordinate you want to update.
- 6. On the **Update Subordinate** panel, click **Remove**.
- 7. On the **Confirmation** panel, click **Close** after verifying that your update has been performed.