The POSC offers standard Claims Metrics and Reports to view. This job aid describes how to:

• Access metrics and reports

• Open and view the metrics and reports

• Save a report

Access View Claims Metrics/Reports

From the Provider Online Service Center home page:

1. Click Manage Correspondence and Reporting.

2. Click View Metrics/Reports. The View/Metrics Report panel appears.

3. Select the Provider ID from the drop-down list.

4. Click Search.

5. Click the appropriate PDF link to open the file.

View the Report PDF file

After you click the PDF link, a pop-up window opens.

6. Click Open. The report opens in a new window.

7. View the report.

Save a Copy

From the File menu:

8. Click the appropriate menu option to a save a copy (i.e. Save a copy or Save as).

Note: If you receive an Adobe Reader message, click OK.

9. Navigate to the desired location; enter a title in the File name field and click Save.

Add a New Certification

On the List of Certifications panel:

1. Click New Item.

2. Enter the certification number in the Certification Number field.

3. Select the certifying agency from the Agency Name drop-down list.

4. Enter the new date in the Effective Date field.

5. Enter 12/31/2299 in the End Date field.

6. Click Add to save the changes.

Note: Once all updates are complete, click Submit. To cancel out of a panel, click Cancel Item. To

cancel the entire update, click Cancel Service.

POSC Job Aid: View Metrics and Reports

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V1.1

Provider Online Service Center - Submit a Referral

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