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**Executive Office of Health and Human Services**  
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**MassHealth**  
**Primary Care Clinician Bulletin 1**  
**July 2009**

**TO:** Primary Care Clinicians Participating in the MassHealth Primary Care Clinician Plan  
**FROM:** Tom Dehner, Medicaid Director   
**RE:** PCC Registration and Multiple-Site Linking for the Provider Online Service Center

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***PIN Registration Process*** On February 23, 2009, MassHealth sent a PIN (personal identification number) registration letter to all active providers. The letter assigned a provider ID/service location (PID SL) to the provider and outlined the standard registration process for the Provider Online Service Center (POSC). The letter also informed providers that while Primary Care Clinician (PCC) Plan providers must follow the standard PIN registration process, PCC Plan providers who are primary providers with multiple service sites could not be linked with all of their sites until after the final provider conversion, scheduled to take place just before the NewMMIS implementation. For these providers, MassHealth would link the sites manually and mail the NewMMIS PID SLs for those sites to the primary provider in a separate letter.

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***PCC Linking Process*** In May 2009, after the final provider conversion, MassHealth assigned the PID SLs for all additional PCC sites that could not be assigned before they were converted, and mailed them to the appropriate primary provider. For primary providers who had registered on the POSC, MassHealth also linked each individual service site to the appropriate primary provider site.

**MassHealth cannot link a primary PCC's individual service sites to them until the primary PCC registers for access to the POSC.**

Furthermore, until the primary PCC is linked to the applicable individual service sites, the individual service sites cannot successfully issue PCC Plan referrals. For this reason, it is critical that primary PCC providers register immediately and contact MassHealth Customer Service to link their individual service sites to the primary provider.

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***Closing of Registration  
Process***

PCC sites may self-register online until August 25, 2009. It is important that primary provider PCC sites register on the POSC **before online registration ends**. After online registration ends, providers will need to contact MassHealth Customer Service for assistance in registering for access to the POSC. Please refer to the PIN letter instructions, registration job aids, and checklist on the MassHealth Web site to assist you in this process. To access these documents, go to [www.mass.gov/masshealth/newmmis](http://www.mass.gov/masshealth/newmmis) and click on Using the POSC for the First Time. If you have misplaced your PIN letter or if you miss the online registration deadline, contact MassHealth Customer Service at 1-800-841-2900 for assistance.

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***Subordinate User IDs***

If you **have just one service site**, once you have registered on the POSC, you may create subordinate IDs for staff within your organization so that they can access the POSC. **If you have multiple service sites, you must link each subordinate user to each specific service site so that each user can perform functions on behalf of that site, as appropriate.** Refer to the provider security job aids on the MassHealth Web site to create and link subordinate users. To download the job aids, go to [www.mass.gov/masshealth/newmmis](http://www.mass.gov/masshealth/newmmis), click on Need Additional Help or Training, then on Get Trained.

If you **have multiple service sites**, once you have registered on the POSC, you must contact MassHealth Customer Service at 1-800-841-2900. MassHealth will then link your individual service sites to your primary provider user's account. Once this has been completed, as a primary user, you may create subordinate IDs for staff in your organization. This includes creating IDs for users at each service site by selecting a service site from the drop-down menu on the Manage Subordinate panel and then clicking Add Subordinate.

If a user ID already exists for a subordinate, you do not need to create a second ID for that user. Simply select each site from the provider drop-down menu and use the Link Subordinate button to link the user to the selected service site and assign appropriate permissions. Each subordinate user who is linked to a service site with the appropriate permissions will be able to issue referrals as needed for that service site.

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***Troubleshooting***

If you are a primary provider PCC site with multiple service sites and have set up user access, you should follow these steps to troubleshoot any difficulties in accessing or submitting referrals.

1. Confirm which PID SL the member is enrolled with.
2. Confirm that the correct PID SL appears in the drop-down menu of the subordinate trying to submit the referral.
3. If the correct PID SL appears in the drop-down menu, the subordinate user should be able to use that PID SL to submit the referral. If the subordinate user cannot access the Referrals panel, confirm that the subordinate's permissions are set to allow them to manage referrals.
4. If the PID SL does not appear in the drop-down menu, the primary user for the subordinate must link the subordinate to the correct PID SL and assign the appropriate permissions (service authorization and manage referrals). The subordinate user should then be able to use that PID SL to submit the referral.
5. If the primary user is also not associated with the PID SL and should be, contact MassHealth Customer Service.
6. If the primary user does not have access to assign all permissions to subordinates, contact MassHealth Customer Service.

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***Questions***

If you have any questions about the information in this bulletin, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.

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