

# New MMIS Job Aid: Create RPA Subordinate Accounts

## Overview

This Job Aid has been developed to support the MassHealth Robotics Processing Automation (RPA) Policy. Only providers, business partners, and relationship entities (henceforth, “organizations”) that have been approved by MassHealth to use RPA tools (“bots”) on MassHealth’s Medicaid Management Information System (MMIS) Provider Online Service Center (POSC) should use this Job Aid to create the MassHealth assigned RPA User IDs.

If you received a Stage II RPA Approval letter from MassHealth, you must create a unique subordinate account for each of the approved transaction/s that the bot will perform. The official MassHealth Stage II approval letter includes the list of approved User IDs that must be assigned. Please be cautious when generating the ID, as it must be an exact match to the User IDs assigned by MassHealth. If a mistake occurs, you must remove the inaccurate User ID and regenerate the assigned ID.

The Primary User within each organization must ensure that each bot transaction approved by MassHealth is assigned a unique User ID. The User ID must not be shared with anyone or used for any other purpose. Sharing User IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Upon initial sign-in on any Commonwealth VG-hosted application (e.g., MMIS), the user will be prompted to agree with the VG Terms and Conditions. Each organization is wholly responsible for the use of the ID. The ID may be terminated if the user violates the VG Terms and Conditions.

This Job Aid describes how to create a subordinate account for an approved bot to use the POSC.

## 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 should be the PID/SL for which you want to create the subordinate and must match the PID/SL identified on the approved Stage I & II Registration Forms.

On the **Subordinates Search** panel:

4. Click **New Subordinate**.

## Enter New Subordinate Information

On the **Add New Subordinate** panel:

5. Enter all characters of the User ID assigned by MassHealth within the **Last Name** field **except for the first letter “R.”** This letter “R” is reserved for the official RPA designation.
6. Enter “Robotic” in the **First Name** field.
7. Enter the month/day (mm/dd) on which you plan to implement the bot in the **Date of Birth** field. **Do not** enter the year.
8. Enter the RPA’s four-digit PIN. (This may be identified by the user or defined by the administrator. MassHealth does not assign the PIN.)

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10. Enter the email address of the individual who is managing the bot.
11. Enter the zip code of the corresponding Provider’s service location in the **Zip Code** field.
12. Move **ONLY** the services that the bot has been approved to access under the assigned User ID from the **Available Services** column to the **Assigned Services** column by using the forward arrow key. Please be sure to align the correct POSC services with the approved RPA transactions. The approved transactions can be found within the MassHealth RPA Stage II Approval letter.

The following table is a crosswalk identifying the Available Service to select for each approved transaction.

<b>Approved POSC Transaction</b>	<b>Available Service</b>
Member Eligibility	Manage Member Eligibility
Claims Submission	Claims Submission and Status
Claim Status Inquiry	Claims Submission and Status
Prior Authorization Submission	Service Authorizations
Referral Submission/Inquiry	Service Authorizations

13. Click **Submit**.
14. Note the system-generated username/User ID and password on the confirmation message. The User ID provided in the Stage II Approval Letter must be an exact match to the system-generated User ID. If a mistake occurs, you must remove the inaccurate User ID and regenerate the correct ID.

If you have any questions about this Create RPA Subordinate Accounts Job Aid, please email MassHealth at [Functional.coordination@mass.gov](mailto:Functional.coordination@mass.gov).