



Contact Information

EIM/ESM Business Operations
(application assistance):

Email: [EHS-DL-EIM-
ESMBusinessOperations@mail.state.ma.us](mailto:EHS-DL-EIM-ESMBusinessOperations@mail.state.ma.us)

When contacting EIM Business Operations with a billing or funding question(s), please provide the following information:

- Your Name:
- User ID(s):
- Phone Number:
- Location you log into (if more than 1):
- Provider Organization Name:
- Complete 20-digit Contract Number(s):
- Brief description of the issue:

For Billing Issues:

- Contract Type (AR, CR or UR):
- Month & Year of the billing:

For SDR Issues:

- Service Code:
- Attendance Status Code:

For Client Issues: *(Please do not include Client Names)*

- Client ID(s):
- HUBLIVE Number (if client missing from DDS SDR):

EIM/ESM Provider Newsletter FY2026

Executive Office of Health and Human Services (EOHHS)



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Contract Issues

- ❖ Remember to stay in communication with your agency contract manager regarding amendment requests.
- ❖ It is ideal to contact the contract manager when you come across any kind of account, contract, funding (line-item budgets, Max obligations) discrepancies.
- ❖ For a new contract, it is a good idea to confirm with the Agency contract manager if a Personal Summary Report, Cost Reimbursement Service Delivery Report (SDR), Accommodation Rate Service Delivery Report (SDR) is mandatory for a particular contract or activity.

Tips on Searching for PRCs/CECs

- ❖ You can view PRC/CEC details, such as the status and amount, from the PRC/CEC Search screen.
- ❖ We have found that most providers find it useful to search by:
 - Invoice/SDR Reference Number if one was entered when you create an invoice or SDR.
 - Contract number
 - Service From and Service To dates
- ❖ If you cannot find a PRC/CEC searching with “PRC/CEC Status”, try removing the status and search only by Contract Number and Fiscal Year.
- ❖ As a reminder REJECTED status is to be expected if your contract funds are completely exhausted. There is only cause for concern/action if you see this status and have funds remaining. If you encounter this situation, please contact your agency contract manager for explanation.



Application Updates

A release had been deployed on 12/21/2026 with following code fixes.

- A code enhancement has been made to send email notification to users when there are budget changes and Contract has been activated.
- A code enhancement has been made to send email notifications to users when they have invoices or SDR in Draft or Ready status.
- A code fix has been made to remove required "*" for "Activity" parameter in Client Enrollment Status Report.

EIM/ESM Provider Resource Center

The EIM/ESM Provider Resource Center Contains:

- An overview
- How to access EIM/ESM
- Announcements
- Newsletters
- FAQs
- HIPAA - Version 5010 Transactions in EIM/ESM
- Training and User Materials that have been specifically designed for provider users.

Provider Job Aids are located at [Mass.gov-EIM/ESM Website](#) under the training and User Materials section. This section can also be accessed quickly by selecting the "Help" tab when you are logged into EIM/ESM.

VG Customer Service (Password Resets and log in assistance):

1-800-421-0938 TTY: (617) 847-6578

Monday – Friday 8:30 am – 5:00 pm

EIM/ESM Application availability: Daily:
7:00 AM – 1:00 AM

DPH Provider Support

DPH EIM/ESM Management Office:

Email: DPH-DL-EEMO@MassMail.State.MA.US