Contact Information

EIM/ESM Business Operations *(application assistance):*

Email: EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us

When contacting EIM Business Operations with a billing or funding question(s), please provide the following information along with summary of the issue in the email:

- 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):

Best Practices for Billing Reconciliation

❖ Ensure billing is up to date in accordance with your contracting Agency requirements.

  ✦ Consider running the Cost Reimbursement Expenditure Analysis Report to evaluate year-to-date-billing on your Cost Reimbursement contracts.

  ✦ The Accommodation Rate Expenditure Analysis report provides a snapshot of all rates billed by month for your Accommodation Rate contracts.

  ✦ The Payment Tracking Report references your internal tracking number (if entered at billing) and will give you an overview of year-to-date payments. The report functions for Unit Rate/SDR and Cost Reimbursement contracts.

EIM/ESM Reports

❖ When running reports in EIM/ESM, be sure to enter very specific parameters. The more criteria you enter the more efficiently your data will be retrieved. For a job aid on running reports, visit EIM/ESM Training and user Materials.

Tips When Using Reports:

  ✦ Consider scheduling reports ahead of time or having the results emailed to you. The EIM/ESM system allows users to schedule reports to be run Daily and Weekly by the Day of the week or by Date of Month. You can use the 'Run Report and Send Email feature as well that allows users to begin the processing of a report and send the report as an email attachment. Note: Reports containing client names cannot be emailed.

  ✦ While using the Search Reports page to find your completed reports, make sure the "Report Generated Date From" date is on or before the date when you ran the report.

  ✦ DO NOT run a report for your entire organization. Always select as many criteria as possible when running a report. The narrower your parameters, the more successful your results will be!

  ✦ Report data are generally a day behind. If you need a report with today's information, please run it the following day.

Application Updates

❖ A patch release had been deployed on 02/22/2024 with following code fixes.

➕ A code fix has been made to correct the JAWS issues on Record Service Delivery screen and Service Delivery Pattern screen.

➕ A code fix has been made to address the issue where agencies were not receiving automated emails from certain providers regarding amendment requests like 'increase capacity limit for Unit/MSA contracts' or 'line-item budget change requests'. With this fix the agency user will now receive automated amendment request emails from providers.

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

* If you have DPH contracts, you should follow instructions from DPH in closing out the Fiscal year for your DPH contract only.