



Mass.gov

EIM/ESM Provider Newsletter FY2024

Executive Office of Health and Human Services (EOHHS)



Date: 10th May 2024

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Contact Information

EIM/ESM Business Operations
(application assistance):

Email: EHS-DL-EIM-ESMBusinessOperations@masmail.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 Dates for FY2024 End of Fiscal Year

Key Provider EIM/ESM Dates for FY2024 End of Year	All Providers
FY2024 Close	6/30/2024
FY2025 Open	7/01/2024
Final date for providers to release and authorize negative billing	7/09/2024
Final day to manually void claims or submit net-negative HIPAA batches in EIM	7/09/2024
Last day for providers to submit HIPAA Claims	8/11/2024
Final date for providers to release and authorize positive billing	8/11/2024

Note:

1. All providers should follow any additional key date instructions as advised by their respective agency.
2. Reconcile your billing and payments before June. You may find the Payment Tracking Report and Contract Utilization Report particularly helpful in this process.

Application updates

The Virtual Gateway (VG) is moving its login portal to a new site on Sunday, May 19, 2024. All Virtual Gateway users will access the login page via a new URL. Virtual Gateway account registration and multifactor authentication (MFA) may be required.

Note: Bookmarked URL's will automatically redirect to the new URL.

Visit [Virtual Gateway Website](#) to learn more.



Caution!

Enterprise Invoice/Service Management (EIM/ESM) is a web-based service, which means it can be accessed from anywhere on the internet. As a result, special steps must be taken to ensure that the data stored within it is secure and accessible only to authorized users. Please adhere to safe security practices by keeping your users access up to date.

Best Security Practices:

- ✚ EIMESM application login credentials must not be shared with anyone.
- ✚ Individuals that you requested access for but never completed training or received an ID and are no longer with your organization must also be deactivated from your organizations list of authorized users for EIMESM.
- ✚ Access Administrators must obtain a copy of EIMESM user extract report at least once a year to ensure only authorized users have access to EIMESM application from your organization. You may send an email to VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US and request the report with the following details (parent Org ID number, organization name and any sub organization ID number applicable).
- ✚ Send in a URF to deactivate any employees ID from EIM that is no longer with the organization or who's job functions have changed and no longer has the need for EIM.

Note: EIM Virtual Gateway User ID remains active until an Access Administrator requests that the ID be deactivated.

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 (EEMO):

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

Please reach out to the EEMO team if you have any questions about your DPH contracts, client enrollment issues, or billing rejections.