EIM/ESM Provider Newsletter FY2025

Executive Office of Health and Human Services (EOHHS)

Date: 20th May 2025

Volume 1|| Issue 4

Contact Information

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

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

Email is a quicker option to contact EIM/ESM customer service team. Before emailing EIM Business Operations with a billing or funding question, please have the following information handy and provide a summary of the issue in the email body:

- 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):

Note: Screen shots are always welcome, please make sure you de-identify them first so no client information is shown to prevent HIPAA violations

EIM/ESM Dates for FY2025 End of Fiscal Year

Key Provider EIM/ESM Dates for FY2025 End of Year	All Providers
FY2025 Close	6/30/2025
FY2026 Open	7/01/2025
Final date for providers to release and authorize negative billing	7/08/2025
Final day to manually void claims or submit net-negative HIPAA batches in EIM	7/08/2025
Last day to submit line-item amendment requests representing less than 10% or the contract value. (DPH only) The deadline for amendment requests 10% or greater has passed.	7/15/2025
Last day for providers to submit HIPAA Claims	8/10/2025
Final date for providers to release and authorize positive billing	8/10/2025

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

No Update

Check your funding

Not all funds are available for the entire contract period. To verify the service dates associated with your funding, navigate to the contract summary page in EIM/ESM and click Fund Allocations.

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:

- EIM/ESM application login credentials must not be shared with anyone.
- Access requests expire in six months. If you requested access for someone who did not complete the training within the six-month window, you will need to resubmit.
- Access Administrators are responsible for deactivating any users who have left your organization or no longer need EIM/ESM access. Submit a URF to deactivate any users who fall into either category. 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).

Note: EIM Virtual Gateway User IDs remain 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):
Please email this team for assistance with your DPH contracts only.

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