MassHealth — Data Collection Form and Registration Instructions

Commonwealth of Massachusetts | Executive Office of Health and Human Services

MMIS allows providers to conduct day-to-day business with MassHealth electronically, via the Provider Online Service Center (POSC), point-to-point connectivity, and the Interactive Voice Response (IVR) system. All users need a User ID and password to access these systems.

Please identify a Primary User (account administrator) for your organization. The Primary User will be the person in your organization who will be responsible for managing access to your organization's data within MMIS. This includes the creation and inactivation of users' accounts and password resets.

Please complete this form to obtain a User ID and password for the Primary User to access the POSC and IVR. Once the Primary User is registered, that person will need to create subordinate IDs for all other users within your organization and authorize access for business partners, such as billing agencies. Please note: It is important to ensure that access to your data is securely managed by the Primary User.

_____
Provider's name

_____
Provider's ID or application tracking number (ATN)

_____
Primary User's last name

_____
first name

_____
middle initial

_____
Month and date of birth (MMDD)

_____
User-defined unique four-digit PIN (required field)

_____
Work zip

_____
Work email address

_____
Existing Virtual Gateway user ID (if applicable)

_____
Contact phone number

Check one: ☐ MassHealth provider applicant   ☐ Change Primary User

Provider type: ☐ MCO   ☐ Nursing facility   ☐ PACE   ☐ SCO   ☐ Billing agency   ☐ EHR Incentive Program   ☐ All others

I certify that the information on this form and any attached statement that I have provided have been reviewed and signed by me, and are true, accurate, and complete, to the best of my knowledge. I understand that I may be subject to civil penalties or criminal prosecution for any falsification, omission, or concealment of any material fact contained herein.

I further acknowledge that I will review and adhere to the Commonwealth's standards for user access to its systems, upon initial sign-in, and that my organization will comply with all the Commonwealth's standards for user access to its systems.

_____   _____
Provider's Primary User signature *(Signature and date stamps, or the signature of anyone other than the provider, are not acceptable.)*   Date

_____   _____
Provider's signatory *(Signature and date stamps, or the signature of anyone other than a person legally authorized to sign on behalf of the provider, are not acceptable.)*   Date

The previously listed data can be sent by email to the MassHealth Customer Service Center at PINregistrationsupport@mahealth.net. You can also mail or fax this form to the following address and fax number.

MassHealth
P.O. Box 121205
Boston, MA 02112-1205
Fax: (617) 988-8904

Upon receipt of this completed form, MassHealth will manually create a User ID and a password. The Virtual Gateway will then send the User ID and password to the Primary User at the email address provided on this form.

After receiving the User ID and password, the Primary User must take the following steps:

- **Change the password**. Once the Primary User has registered, they must go to the Virtual Gateway to change the password. A series of "I forgot my password" questions under the "Manage My Profile—Authentication Questions" tab must be answered before the password can be changed. The user will also be prompted to review and accept the VG Terms and Conditions

- **Assign an alternate Primary User**. It is suggested that the Primary User assign a backup Primary User with all of the privileges of the Primary User to perform the above steps in the Primary User's absence. MassHealth strongly suggests that the Primary User assign access only to those users who need that access to perform their functions, and not grant every user full access.

- **Assign and link subordinate IDs**. Once registered, the Primary User must create a user account for each individual user in the organization needing access to the POSC, and give permission to share data with other entities who conduct business on their behalf. The Primary User can also link an individual user who already has a User ID to a new provider by selecting the "Administer Account" link.

Please note: In accordance with the Virtual Gateway (VG) Terms and Conditions, all MassHealth providers, trading partners, and relationship entities that have been assigned a User ID and Password to access the VG-hosted MMIS Provider Online Service Center (POSC) and connectivity methods are solely responsible for the use of that User ID and must not share it with any other individual. Each user is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (e.g., MMIS). Job aids related to logging on to the VG and resetting a forgotten password can be found at the Virtual Gateway login help for providers and state agency staff page. Sharing User IDs is a violation of the policy. Any user who violates the VG Terms and Conditions will be subject to termination of their User ID.

The Primary User within each organization is responsible for managing users' access to their information in MMIS. This includes all information data entered or exchanged with MassHealth via the POSC and its connectivity methods. It is imperative that the Primary User ensure the following.

1) Each User/relevant staff within the organization are notified who the Primary User and back-up administrator are; the role of the Primary User is; and the organization's protocols related to User ID access.

2) Each person that requires access is assigned a unique User ID. Sharing User IDs is not permitted.

3) Each user is made aware that they are responsible for the use of the ID and must not share it with any other individual.

4) Access to the POSC is accurately maintained to ensure that only those persons who should have access to your organization's data can view, submit, or receive information on behalf of your organization. This includes terminating User IDs once a staff person or affiliate has left the organization or terminated the affiliation.

5) Establish and maintain a quarterly, semi-annual, or annual review of all user access to safeguard the organization's MassHealth information.

In the event that the Primary User and assigned backup leaves the provider, trading partner, or relationship entity organization, that organization must immediately identify a replacement Primary User, complete a new Data Collection Form (DCF), and submit it to MassHealth to officially notify the agency of the change.

- **Changing a Primary User.** By checking the Change Primary User box, the prior Primary User will be removed and the person noted above will be assigned as the new Primary User.

Key Reminders

Your User ID and password will give you access to the POSC. You will also need these credentials to access the IVR system to verify member eligibility.

When using the POSC, you will need your provider ID and service location number (PID/SL) to view reports, remittance advices, letters, direct data entry (DDE), and Health Insurance Portability and Accountability Act (HIPAA) transactions. MassHealth will mail the PID/SL to you separately.

Please remember that you must submit your national provider identifier (NPI) on the HIPAA batch transactions. If you are an atypical provider (that is, not required to have an NPI), please include your PID/SL on your batch transactions.

If you have any questions about this registration process, please contact the MassHealth Customer Service Center at (800) 841-2900, or by email at PINregistrationsupport@mahealth.net.