



# MassHealth Training Forum Provider Updates

January 2025

Executive Office of Health & Human Services

# Agenda



- **Welcome and Agenda Overview**
- **Health Related Social Needs (HRSN)**
- **Provider Self-Service Tool Update: Check Provider Enrollment Status and Group Links**
- **Mass.gov Updates**
- **Provider Directory Initiative**
- **Expanded Program Changes**
- **Long-Term Services and Supports Provider**
- **Provider Revalidation Automation**
- **MassHealth MMIS/POSC Migration to Amazon Web Services (AWS)**
- **Multi-Factor Authentication Transition Termination of Legacy Option**
- **New Dental Third-Party Administrator**
- **MassHealth Training and Bulletins**

# **Health Related Social Needs (HRSN) Supplemental Services Update for the Provider Association Forum (PAF)**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business  
Support Services**

# HRSN PAF Agenda



## Topic

**HRSN Services Overview**

**Selecting HRSN Supplemental Housing and Nutrition Services**

**Determining Criteria for Receiving HRSN Supplemental Services**

For additional information on each service and resources available for Plan, Providers, and Members, please visit the [MassHealth HRSN Website](#).

# HRSN Services: Past State

Past State (through 12/31/2024):

## Flexible Services Program (FSP)

MassHealth Accountable Care Organization (ACO) Enrollees could receive supports for their Health-Related Social Needs (HRSN) through the FSP. FSP was a pilot grant program that launched in January 2020 to provide housing and nutrition goods and services to a subset of eligible ACO Enrollees based on certain criteria. Flexible Services were not covered services; Enrollees were not entitled to these services.

## Specialized Community Supports Program (Specialized CSP)

In April 2023, MassHealth implemented three Specialized CSPs for homeless individuals (CSP-HI), individuals with unstable housing (CSP-Tenancy Preservation Program (CSP-TPP)), and individuals with justice involvement (CSP-JI). Services were provided to eligible managed care Enrollees and MassHealth fee-for-service members with behavioral health (BH) diagnoses.

# HRSN Services: Current State



## Current State (began 1/1/2025):

In September 2022, the Centers for Medicare & Medicaid Services (CMS) approved MassHealth's 1115 Demonstration Waiver renewal, which included re-authorization of and **changes to both FSP and Specialized CSP for ACO Enrollees only**. As approved in this waiver:

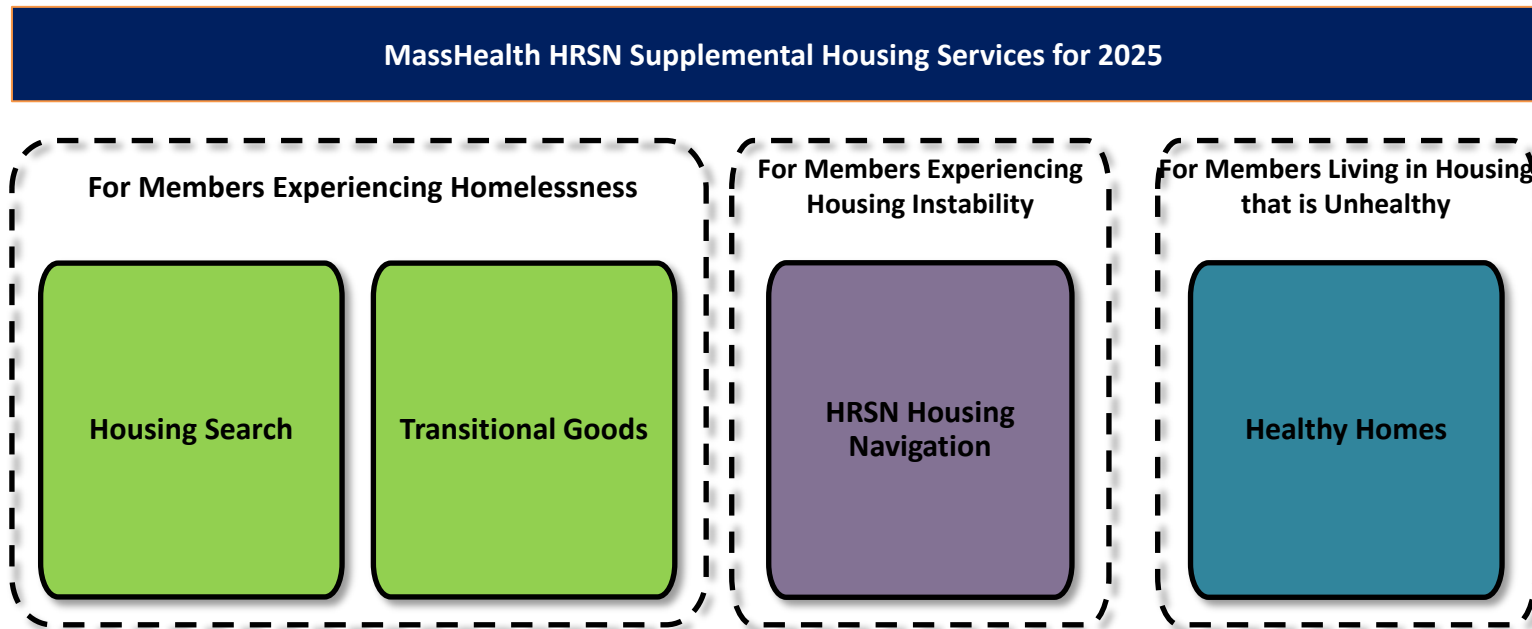
- **FSP** ended on 12/31/2024.
- **As of January 1, 2025**, there are two categories of services that address HRSNs (i.e., HRSN Services) for ACO Enrollees – Required Services and Supplemental Services.
  - **HRSN Required Services:** A subcategory of HRSN Services that Accountable Care Partnership Plans (ACPPs) and Primary Care ACOs (PCACOs) (through Massachusetts Behavioral Health Partnership, or MBHP) must provide to Enrollees
    - These are the **Specialized CSP Services** – the only changes being made are to expand eligibility for ACO Enrollees beyond those with BH conditions
  - **HRSN Supplemental Services:** A subcategory of HRSN Services that ACPPs and PCACOs (through MBHP) may choose to provide to Enrollees in accordance with MassHealth Managed Care rules.
    - Each ACO needs to provide at least one HRSN Supplemental Nutrition Service and one HRSN Supplemental Housing Service
    - MassHealth has created a standardized list of HRSN Supplemental Services.
    - Each ACO may select different services to offer, but once the ACO selects a service, it must be offered to all Enrollees who meet the criteria to receive the services.

MassHealth worked with ACOs and HRSN Providers to prepare for the delivery of these services beginning January 2025.

# Selecting HRSN Supplemental Housing Services



ACOs must choose at least one HRSN Supplemental Housing Service.



# Selecting HRSN Supplemental Nutrition Services



ACOs must choose at least one HRSN Supplemental Nutrition Service.

- If ACOs choose to provide more than one Category 1 service, they may only select one 'service type' from each Category 1 service ("Medically Tailored" or "Nutritionally Appropriate").
- Nutrition assessment and coordination is integrated into all Category 1 Services.
- Category 2 services may only be provided to members receiving Category 1 services.

## MassHealth HRSN Supplemental Nutrition Services for 2025

### Category 1: Nutrition Services

#### Home Delivered Meals

Medically Tailored Home Delivered Meals

OR

Nutritionally Appropriate Home Delivered Meals

#### Food Boxes

Medically Tailored Food Boxes

OR

Nutritionally Appropriate Food Boxes

#### Food Prescriptions

Medically Tailored Food Prescriptions and Vouchers

OR

Nutritionally Appropriate Food Prescriptions and Vouchers

### Category 2: Nutrition Services

#### Nutrition Education

Nutrition Education Classes and Skills Development

Nutrition Counseling

#### Kitchen Supplies

Kitchen Supplies



# Determining Criteria for Receiving HRSN Supplemental Services



- To receive HRSN Supplemental Services, an individual must be an ACO Enrollee. An enrollee must also meet certain criteria which may vary by the respective service.
- An enrollee meets the criteria for services when they meet the Health Needs Based Criteria, Risk Factor, and any additional program criteria of the service, as set forth in the HRSN Service Manuals.
- Plans may not restrict eligibility criteria to target certain populations.

To receive HRSN Services:

Criteria

## MassHealth ACO Enrollment

✓ Enrolled in a MassHealth ACO

*As is the case for all ACO Covered Services, HRSN Providers need to verify ACO enrollment each time a service is delivered. This can be done using the Eligibility Verification System (EVS)<sup>1</sup> or Plans' provider portals.*

<sup>1</sup>Only HRSN Providers who are enrolled as a MassHealth Fee-For-Service provider can access EVS.



## Health Needs Based Criteria (HNBC)

*Varies by service. Examples:*

✓	Behavioral Health Need
✓	Complex Physical Health Need
✓	Assistance with one or more Activities of Daily Living or Instrumental Activities of Daily Living
✓	Repeated Emergency Department (ED) Use
✓	Pregnant individual with high-risk pregnancy or complications
✓	Pregnant individuals without additional clinical factors



## Risk Factors (RF)

*Varies by service: Examples*

✓	Experiencing Very Low Food Security
✓	Living in Housing that is Unhealthy
✓	Experiencing Homelessness
✓	Experiencing Housing Instability



## Other Programmatic Criteria as Required

*Varies by service: Examples*

✓	Unable to Prepare Meals
✓	<i>HRSN Service Manuals detail additional criteria for each service</i>

**Questions?**

# **Provider Self-Service Tool Update: Check Provider Enrollment Status & Group Links**

Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services

# Check Provider Enrollment Status Tool Update

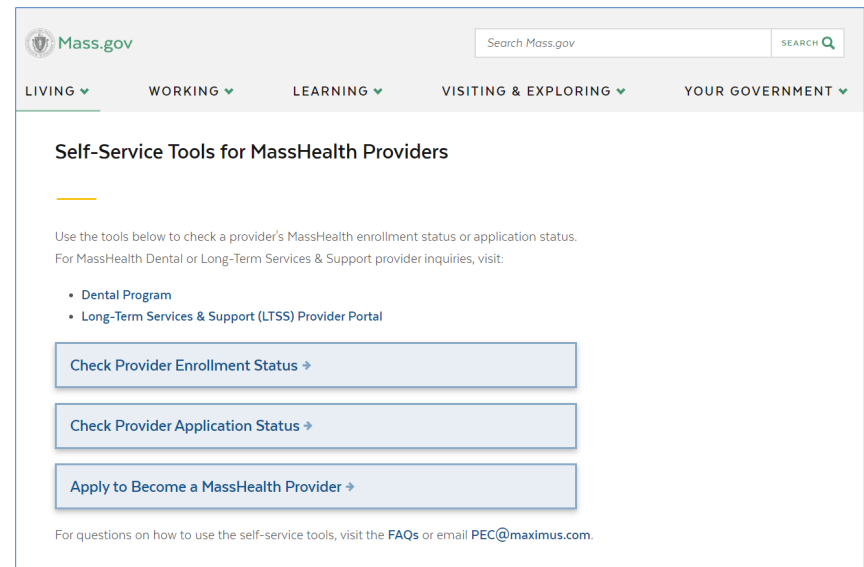


In October 2024, Business Support Services (BSS) launched two new web-based self-service tools to assist with enrollment inquiries:

- Provider Enrollment Status
- Provider Application Status

**Effective January 31<sup>st</sup>, 2025**, the Provider Enrollment Status tool will now feature Group Link data information.

[Provider Self-Service Tools](#)



# Reminder: Provider Status Tools



These tools allow providers and their credentialing staff to verify the current MassHealth provider enrollment status and application status for:

- Fee-for-Service (FFS) providers
- Ordering, Referring, and Prescribing (ORP) providers

Note, these tools will not display application information on the following:

- Dental providers
- Long-Term Services & Supports (LTSS) providers
- MCE Providers

# Provider Enrollment Status

This tool is used to search the status of *current* MassHealth Providers and Entities

The tool returns the following:

- Enrolled providers and entities
- Inactive providers and entities
- Providers with applications in process

This tool will now allow users to check the Group Links for an individual provider.

Self-Service Tools >

## Provider Enrollment Status

Enter one of the following to check a provider's MassHealth enrollment status:


- MassHealth Provider ID/Service Location (PID/SL)
- National Provider Identifier (NPI)
- Corporate Federal Employer Identification Number (FEIN)

For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:

- [Dental Program](#)
- [Long-Term Services & Support \(LTSS\) Provider Portal](#)

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PID/SL, NPI or FEIN

I'm not a robot  reCAPTCHA  
Privacy - Terms

**SEARCH**

Note: the result(s) displayed is for informational purposes only and takes 24 hours to update. For questions, visit the [FAQs](#) page or email [PEC@maximus.com](mailto:PEC@maximus.com).

# Searching for Providers

(slide 1 of 2)



1. Search with one of the following:
  - Provider ID/Service Location (PID/SL),
  - NPI
  - FEIN

Self-Service Tools >

## Provider Enrollment Status

Enter one of the following to check a provider's MassHealth enrollment status:

- MassHealth Provider ID/Service Location (PID/SL)
- National Provider Identifier (NPI)
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For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:

- Dental Program
- Long-Term Services & Support (LTSS) Provider Portal

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PID/SL, NPI or FEIN

**1234567890**

I'm not a robot  reCAPTCHA  
Privacy - Terms

**SEARCH**

Note: the result(s) displayed is for informational purposes only and takes 24 hours to update. For questions, visit the [FAQs](#) page or email [PEC@maximus.com](mailto:PEC@maximus.com).

# Searching for Providers

(slide 2 of 2)



2. Select the box labeled **I'm not a robot box** and complete the CAPTCHA
3. Next, select the **Search** button to proceed

Self-Service Tools >

## Provider Enrollment Status

Enter one of the following to check a provider's MassHealth enrollment status:


- MassHealth Provider ID/Service Location (PID/SL)
- National Provider Identifier (NPI)
- Corporate Federal Employer Identification Number (FEIN)


For MassHealth Dental or Long-Term Services & Support provider inquiries, visit:

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Privacy - Terms

**SEARCH** 

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# Provider Status Search Results



The search results will now include the link, **Check Linked Providers**:

PID/SL	Name	Provider Type	NPI	Status	Program	Notes	Search...
110000000A	Jane Doe	Physician	1234567890	Enrolled	Fee-for-Service (FFS)	Provider status effective 01/01/1900	<a href="#">Linked Providers</a> <a href="#">Check Linked Providers</a>

« ‹ 1 › »

1 - 1 of 1 items

# Provider Group Link Search



(slide 1 of 2)

1. Enter the Group Practice's PID/SL or FEIN.
2. Confirm the Individual Practitioner's NPI

A screenshot of the Mass.gov website showing the "Provider Group Link Search" tool. The page header includes the Mass.gov logo, a search bar, and navigation tabs for "LIVING", "WORKING", "LEARNING", "VISITING & EXPLORING", and "YOUR GOVERNMENT". Below the header, there is a "Self-Service Tools" section with a link to "Provider Group Link Search". The tool's instructions state: "Use this tool to determine if a provider is linked to a group practice". There are two input fields: "Group PID/SL or FEIN \*" with the value "01-2345678" and "Individual NPI \*" with the value "1234567890". A red box highlights these two fields. Below the input fields is a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA Privacy - Terms" link. A red asterisk indicates that the fields are required. A blue "SEARCH" button is located below the reCAPTCHA. At the bottom, a note states: "Note: the result(s) displayed is for informational purposes only and takes 24 hours to update. For questions, visit the FAQs page or email PEC@maximus.com."

# Provider Group Link Search

(slide 2 of 2)



3. Select the box labeled *I'm not a robot* box and complete the CAPTCHA.
4. Next, select the **Search** button to proceed.

A screenshot of the "Provider Group Link Search" web form on the Mass.gov website. The page header includes the Mass.gov logo, a search bar, and navigation tabs for "LIVING", "WORKING", "LEARNING", "VISITING & EXPLORING", and "YOUR GOVERNMENT". The main content area is titled "Provider Group Link Search" and includes instructions: "Use this tool to determine if a provider is linked to a group practice". There are two input fields: "Group PID/SL or FEIN \*" with the value "01-2345678" and "Individual NPI \*" with the value "1234567890". Below these is a reCAPTCHA box with a green checkmark and the text "I'm not a robot", which is highlighted with a red rectangle. A red arrow points to the "SEARCH" button below the reCAPTCHA. A red asterisk label "\*Required" is positioned above the "SEARCH" button. At the bottom, a note states: "Note: the result(s) displayed is for informational purposes only and takes 24 hours to update. For questions, visit the [FAQs](#) page or email [PEC@maximus.com](mailto:PEC@maximus.com)."

# Provider Group Link Search Results (slide 1 of 2)



The search results will display the following information:

- Group Practice DBA Name
- Group Practice DBA Address
- Individual Provider Name
- Group Link Effective Date

Group Name	Group Address	Provider	Effective Link Date
Group Practice A	123 Mass St. Boston, MA 01234	Jane Doe	01/01/2025
Group Practice B	456 Mass St. Boston, MA 01234	Jane Doe	01/01/2025
Group Practice C	789 Mass St. Boston, MA 01234	Jane Doe	01/01/2025

Navigation: ⏪ ◀ 1 ▶ ⏩ 1 - 10 of 10 items

# Provider Group Link Search Results

(slide 2 of 2)



If there are no active links for the specified group and individual, the search results will display the following message:

SEARCH

There is no active link in effect for the specified group and individual

Note: the result(s) displayed is for informational purposes only and takes 24 hours to update. For questions, visit the [FAQs](#) page or email [PEC@maximus.com](mailto:PEC@maximus.com).

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**Questions?**

# **Mass.gov Updates**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# Mass.gov Updates

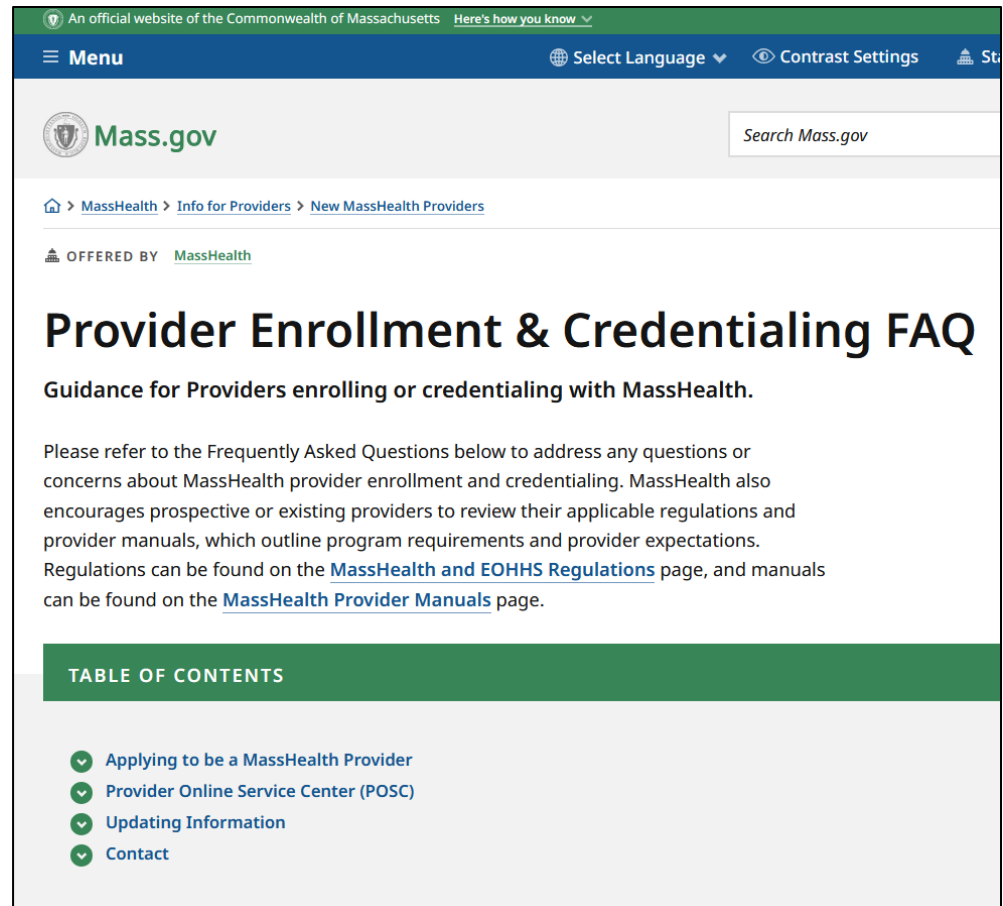


- In response to feedback received from the provider community, MassHealth has updated the layout of provider information on Mass.gov
- This initiative to update Mass.gov is ongoing and works to confirm that all published information is accurate and relevant



# Mass.gov Updates – PEC FAQ

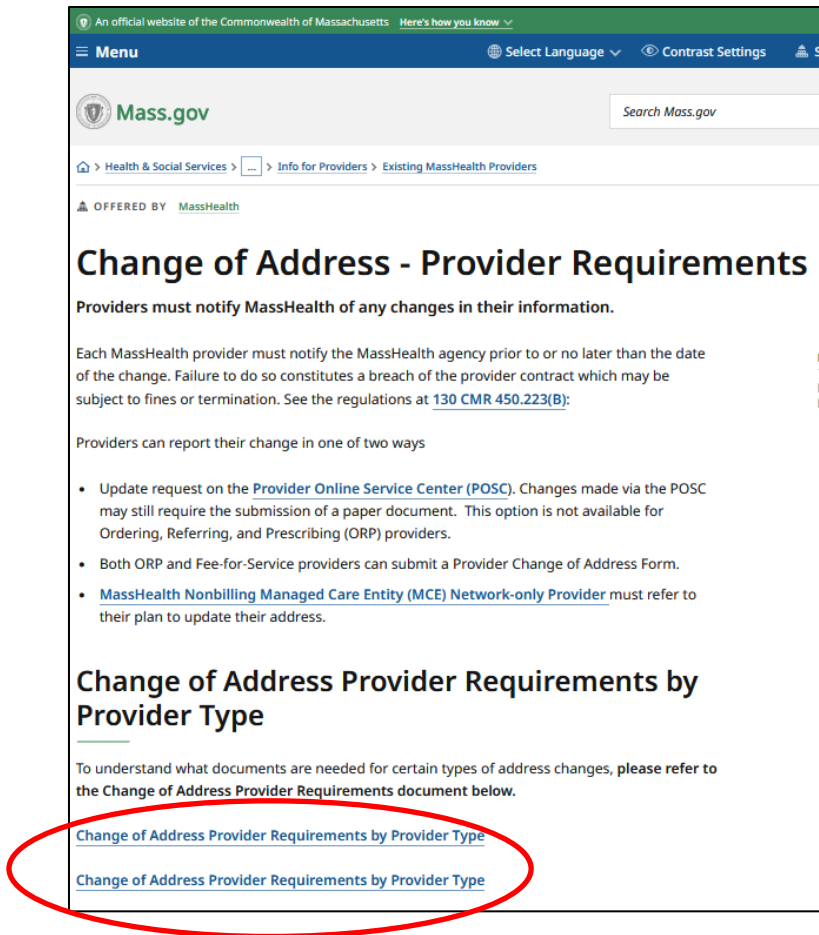
- In November 2024, MassHealth introduced an updated version of enrollment and credentialing Frequently Asked Questions
- Topics that are addressed in the FAQ include need-to-know information for providers who are applying, already enrolled, and helpful tools that they can utilize when participating in the MassHealth program.



The screenshot shows the Mass.gov website interface. At the top, there is a navigation bar with a menu icon, the text "An official website of the Commonwealth of Massachusetts", and a link "Here's how you know". Below this is a blue header with "Menu", "Select Language", and "Contrast Settings". The main content area features the Mass.gov logo, a search bar, and a breadcrumb trail: "Home > MassHealth > Info for Providers > New MassHealth Providers". Below the breadcrumb is a section "OFFERED BY MassHealth". The main heading is "Provider Enrollment & Credentialing FAQ" with the subtitle "Guidance for Providers enrolling or credentialing with MassHealth." The text below explains that users should refer to the FAQ for questions about enrollment and credentialing, and provides links to "MassHealth and EOHHS Regulations" and "MassHealth Provider Manuals". At the bottom, there is a green "TABLE OF CONTENTS" section with four items: "Applying to be a MassHealth Provider", "Provider Online Service Center (POSC)", "Updating Information", and "Contact".

Visit: <https://www.mass.gov/info-details/provider-enrollment-credentialing-faq>

# Mass.gov Updates — Change of Address



- The Change of Address page has also recently undergone an update to one of its resources.
- The CAD Grid now provides more in-depth descriptions for how ORP and FFS providers can update their MassHealth profiles.
- This includes all provider types, excluding dental and LTSS types.

Visit: <https://www.mass.gov/info-details/change-of-address-provider-requirements>

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**Questions?**

# **Provider Directory Initiative**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# Background – CMS Guidance



- On July 16, 2024, The Centers for Medicare & Medicaid Services (CMS) issued a [State Health Official \(SHO\) letter](#) to provide guidance on requirements and expectations for compliance with *Division H, Title V, Section 5123 of the Consolidated Appropriations Act (CAA), 2023*, entitled “*Requiring Accurate, Updated, and Searchable Provider Directories*”.
- Collection of additional data elements will begin in early 2025 and the changes to Provider Directories per this communication will take effect on July 1, 2025.

# New Data Elements

- The Executive Office of Health & Human Services (EOHHS) will work to collect the following data elements to display on MassHealth Providers Directories:
  1. Cultural capabilities
  2. Languages Spoken
  3. Accessibility Accommodations
  4. Telehealth
  5. Accepting New Patients
  6. Providers and Locations URLs

# Data Collection Plan



## Step 1

- EOHHS will be meeting with large organizations to introduce the initiative and discuss the roster clean-up and collection process

## Step 2

- EOHHS will work with large organizations to conduct roster clean-up and validation

## Step 3

- The large organizations will take time to collect and compile the requested data elements

## Step 4

- Once collected, EOHHS will work to update MMIS and the Provider Directories to display this additional information

# Data Collection Timeline



## Winter 2025

MassHealth will conduct roster clean-ups with and collect additional data from large organizations



## Spring 2025

MassHealth will work to update MMIS with collected data and develop the Provider Directory changes



## Summer 2025

New data elements will be displayed on Provider Directories



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**Questions?**

# **Expanded Program Changes**

**Nestor Rivera, Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# MassHealth Doula Program



Effective November 8, 2024, the MassHealth Doula Program:

- Allows MassHealth doula providers to join MassHealth-enrolled non-doula group practices.
- Allows MassHealth-enrolled non-doula group practices to bill MassHealth for doula services rendered by a MassHealth doula provider.
- Clarifies that group doula visits are a non-covered service.
- Establishes that doula services are covered for eligible MassHealth members who are adoptive parents, until the adopted infant reaches one year of age.
- Please refer to [130 CMR 463.000](#) for details.

# Certified Nurse Midwives



Effective January 1, 2025:

- Certified Nurse Midwives will be reimbursed for their services at 100% of the physician rate.
- Please refer to the [Provider Payment Rates](#) for details.

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**Questions?**

# **Long-Term Services and Supports**

Lindsey Klauka, Manager of Provider  
Enrollment & Networking, Optum

# LTSS Provider Communications (slide 1 of 2)



The MassHealth LTSS Provider Service Center utilizes provider data to identify behavior trends for areas of targeted training via email. These emails may contain attached job aids or links to additional educational resources via the [LTSS Provider Portal](#).

Areas of focus for these communications include but are not limited to:

- High claims denials for specific error codes
- High prior authorization denials or administrative holds, and/or
- Audit findings/SURs reports

The goal of each communication is to assist the Provider in reducing their administrative errors in billing and prior authorization.

# LTSS Provider Communications (slide 2 of 2)



Over the last 3 months, Optum has sent over 87 email communications via our LTSS support inbox to LTSS Providers.

There have been 8 provider bulletins published on the MassHealth website: [www.mass.gov/masshealth-provider-bulletins](http://www.mass.gov/masshealth-provider-bulletins)

If you have not received or wish to begin receiving these communications, you may do so by following steps:

- For the LTSS support box communications, please reach out to the LTSS Provider Service Center and we can help ensure your inclusion in future communications
- For communications from MassHealth on mass.gov, follow this link:

[Email Notifications for MassHealth Provider Bulletins and Transmittal Letters](#)



# LTSS Provider Trainings and Quality Forums



Training or Quality Forums for MassHealth LTSS Providers:

- Trainings:
  - Continuous Skilled Nursing Training: 4/10/25
  - Home Health Agency Applicant Orientation Training: 4/15/2025
- Quality Forums:
  - TBD

# LTSS Provider Service Center (PSC) (slide 1 of 2)



## *MassHealth Learning Center*

- As of October 1, 2024, **Active Portal Users are able to access the MassHealth Learning Center.** Providers will find innovative and tailored courses that address specific challenges and needs faced by healthcare providers on this modern learning platform.
- Access the MassHealth Learning Center via the [LTSS Provider Portal](#). Once on the LTSS Provider Portal homepage, scroll to the green MassHealth LTSS Learning Center block and click the blue **Access Learning** button.



### MassHealth LTSS Learning Center

The MassHealth LTSS Learning Center provides access to various provider trainings. Click "Access Learning" below to continue.

Access Learning

# LTSS Provider Service Center (PSC) (slide 2 of 2)






















## MassHealth Learning Center Dashboard

- The image to the right shows you the dashboard of the MassHealth Learning Center. Click any tile to access the training content for the selected Provider Type.

MassHealth Learning Center

Welcome! Here are all your learning resources in one place. Scroll down to find your specific provider type and any applicable trainings.

+ Activity

 Adult Day Health (PT63)	 Adult Foster Care (PT62)	 Chronic Disease and Rehabilitation Inpatient Hospital (PT71)	 Chronic Disease and Rehabilitation Outpatient Hospital (PT82)	 Continuous Skilled Nursing (PTC2)
 Day Habilitation (PT64)	 Durable Medical Equipment (DME) (PT41)	 Group Adult Foster Care (PT62)	 Home Health Agency (HHA) (PT60)	 Hospice Care (PT69)
 Independent Nurse (PT61)	 Independent Therapist (PT/OT/ST) (PT07)	 Nursing Facility (PT09)	 Orthotics (PT47)	 Oxygen and Respiratory (PT42)
 Personal Care Management Agency and Independent Living Center (PT59 & PT66)	 Prosthetics (PT43)	 Rehabilitation Center (PT24)	 Speech and Hearing Center (PT23)	

# Federally Required Disclosure Form Owner Repository (slide 1 of 2)



- When LTSS providers are completing a Federally Required Disclosure Form in an application or update on the LTSS Provider Portal, providers have the option to look up existing owner information in the repository.
- The provider will search to see if the owner's information is already existing in the system. If so, the ownership information will automatically populate which will save time for the provider without having to re-enter information.
- For revalidations, the previously entered ownership information by the provider will automatically populate in the FRDF, and the provider will verify that the owner information is still current.
- Form pre-population is for provider convenience but can always be adjusted prior to submission.

# Federally Required Disclosure Form Owner Repository (slide 2 of 2)



The image below shows that after clicking into the Federally Required Disclosure Form, the provider will have the option to use the search feature. The type of owner (corporation or individual), name of corporation or individual, and TIN or SSN is required to search the repository. Once those fields are completed, the provider will click on “fetch owner”. The results will populate and if there is a match, the provider will select the owner.

Use the search feature to find, and populate, previous owners' information. If no records are found, you will need to enter the owner information below.

Type of Owner	Name of Corporation	TIN	Fetch Owner
Corporation	<input type="text"/>	<input type="text"/>	

All input fields are mandatory

- After the provider selects the owner result in the repository, all the below required fields will populate. The provider will have the ability to edit any fields as needed before saving and submitting the form.

* Which of the Ownership or Control Interest describes you (select one):	--None--
* Type of Owner	Corporation
* Name of Corporation	<input type="text"/>
* Address (Primary Business Address)	<input type="text"/>
* City	<input type="text"/>
* State	--None--
* Zip Code	<input type="text"/>
* TIN	eg.123456789
* % of Ownership	<input type="text"/>
NPI	<input type="text"/>

**Questions?**

# **Provider Revalidation Automation**

**Michael Gilleran, Sr. Provider Relations  
Specialist, MassHealth Business  
Support Services**

# The Purpose of Revalidation



Providers enrolled in MassHealth are required to revalidate their relationship with MassHealth every 5 years, based on the date of their enrollment.

- Each Provider is required to maintain their provider file information to minimize fraud, waste, and abuse and ensure you remain in good standing\*
- The first automated revalidation pilot started in May 2023, with ORP providers able to complete the MassHealth revalidation requirement online (without using fax or postal mail to submit any needed documents)
- The automated revalidation pilot process has been expanded over time to include individual fee for service (FFS) Summer 2024
- providers and is now being rolled out to individual providers within Fall 2024 large organizations and Group Practices
- When it is time for the individual provider to revalidate an email notification is sent to the email on file which could be the individual provider or a representative
- All communications, forms, and submission methods for this new process are entirely online

*\* as required by Section 6401 of the Affordable Care Act*



# Automated Revalidation Overview



MassHealth has introduced the following electronic automation to help providers manage their revalidation:

- Implemented an electronic survey to confirm revalidation intent and contact info for ORP and Unlinked Individual Fee-For-Service (FFS) providers
- Implemented electronic roster confirmation process for large organizations and group practices for linked providers due for revalidation
- Transitioned revalidation communication from letters to emails
- Implemented an online electronic Individual Federally Required Disclosure Form (FRDF)
- Allow e-signatures and electronic form submission
- Working to implement secure document upload for entities

# The Unlinked Individual FFS and ORP Revalidation Process



- Selected Providers receive an email from [revalidation@mahealth.net](mailto:revalidation@mahealth.net) informing them that it is time to revalidate.
- These providers then take the questionnaire in the notification email to determine their intent to revalidate with MassHealth program
- Providers who opt to revalidate are sent a follow-up email with a link to access the electronic Federally Required Disclosure Form (FRDF) and provided instructions on any other requirements
- In the case of unresponsive providers, will receive outreach and sanction communication including termination notices

# Group Practice Automated Revalidation Process



- Group Practices will receive an email with a list of providers in their practice that are due for revalidation on a monthly basis
- Revalidation due dates are based on date of enrollment or last revalidation date
- The FFS Provider revalidation process will be electronic only
- The purpose of the roster confirmation process is to determine:
  - Group practices are required to respond to the confirmation email with the requested information
  - Once completed the provider(s) will be launched for revalidation and
  - will receive an email for each provider with instruction on how to complete an electronic individual FRDF or securely upload an Entity FRDF

# Group Practice Automated Revalidation Email Timeline



Type of Email	Send Time
Contact and Roster Confirmation Email	Sent to group contact on file at the beginning of the month
E-FRDF Launch Email	Sent to contact 1-3 days after we have received the group confirmation email
E-FRDF Delegation Email	Sent to delegate email address after contact has signed into the E-FRDF and added a delegate email
Reminder Email	Sent every 5 days to the contact and/or delegate email
Initial Sanction Email	Sent on 45 <sup>th</sup> day after the revalidation has been launched
Second Sanction Email	Sent on the 60 <sup>th</sup> day after the revalidation has been launched
Final Sanction/Termination Email	Sent on the 75 <sup>th</sup> day after the revalidation has been launched

# Secure Document Upload for Entities



Entities/Group Practices will soon be able to submit Entity FRDFs for revalidation.

- Links will be sent to access the Secure Document Upload for Entity FRDFs
- The links are unique to the group/entity due for revalidation
- Those responsible for entity FRDFs will now be able to click on the corresponding secure document upload link and upload the FRDF
- For any providers or groups/entity that are in WFI during revalidation will also have the ability to securely upload additional documentation

LIVING ▾ WORKING ▾ LEARNING ▾ VISITING & EXPLORING ▾ YOUR GOVERNMENT ▾

## MassHealth Secure Document Upload: Fee-for-Service (FFS) Provider Revalidation

Belchertown Internal Medicine (PID/SL 1100721750)

Use this page to upload documents requested by MassHealth. Send inquiries to [Revalidation@mahealth.net](mailto:Revalidation@mahealth.net).

Document Type	Notes
<input type="radio"/> DEA Certification	
<input type="radio"/> Federally Required Disclosures Form (FRDF)	
<input type="radio"/> Licensure	
<input type="radio"/> MA Substitute W-9	
<input type="radio"/> Other Document	Accreditation, Change of Address Form, Trading Partner Agreement, etc.

1 - 5 of 5 items

MultiFile Select

Select file

This recaptcha is for testing purposes only. Please report to the site owner if you are seeing this.

I'm not a robot

reCAPTCHA  
Privacy Terms

**UPLOAD FILE**

# Benefits of Revalidation Automation



- Streamlines process for organizations/group roster management
- Enhances the provider experience by sending pre-populated FRDF forms to be reviewed, updated, and submitted entirely online
- Provides transparency into upcoming and ongoing revalidations
- Transition all revalidation communication from letters to emails
- Allow e-signature and electronic form submission
- Provide transparency into revalidation status/progress
- Reduces the need to mail or fax documents through online processing and secure document upload

# MassHealth Resources



## Helpful Resources

- MassHealth revalidation regulation requirement [See 130 CMR 450.223\(B\)](#)
- There is a Provider Enrollment Status tool:  
<https://masshealth.ehs.state.ma.us/ProviderSelfService/Home/ProviderEnrollment>.

## Contacts

- MassHealth Revalidation Team:
  - email [Revalidation@mahealth.net](mailto:Revalidation@mahealth.net)
- Sign up for E-mail Alerts
  - [join-masshealth-Provider-pubs@listserv.state.ma.us](mailto:join-masshealth-Provider-pubs@listserv.state.ma.us)

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**Questions?**



# **MassHealth MMIS/POSC Migration to Amazon Web Services (AWS)**

**Michael Gilleran, Sr. Provider Relations Specialist,  
MassHealth Business Support Services**


# MMIS/POSC Migration to AWS

- MassHealth will migrate its Medicaid Management Information System (MMIS) base application and Provider Online Service Center (POSC) to an Amazon Web Services (AWS) data center in 2025.
- The migration will provide MassHealth with greater security, scalability, and will enable the agency to implement hardware/software technology refreshes without major disruptions to the MMIS POSC availability.

A screenshot of the MassHealth Provider Online Service Center website. The page has a light blue header with the title "MassHealth Provider Online Service Center". Below the header is a photograph of two healthcare professionals in blue scrubs sitting at a desk. To the right of the photo is a text block describing the service center's tools. Below the photo and text are three columns of links: "Registered User?" with a "Login" button, "Would like to enroll as a provider?" with an "Enroll Now" button, and "Need more information?" with an "FAQs" button. There are also two paragraphs of text providing contact information for account security and login assistance.

MassHealth Provider Online Service Center

## MassHealth Provider Online Service Center



The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

If you suspect that the security of your account has been compromised, please contact the MassHealth Customer Service Center at 1-800-841-2900.

You will need a Username and password to access many of the services listed on the left. If you are currently a MassHealth provider but do not know your Username and password, please contact the Customer Service Center at 1-800-841-2900.

Registered User? [Login](#)

Would like to enroll as a provider? [Enroll Now](#)

Need more information? [FAQs](#)

[All-Provider Bulletin is forthcoming](#)

# AWS Migration Timing



- The shutdown is necessary to capture a snapshot of the database at a point-in-time to ensure a clean production cutover from the existing datacenter to the AWS Cloud datacenter.
- Providers and trading partners should prepare for some service interruptions during the cutover.
- MassHealth has delayed the cutover that was originally scheduled to ensure a smooth transition.
- MassHealth will notify all providers once the new cutover date is established.

# Technical Considerations & Updates



Upon completion of the migration, MassHealth will re-direct all MMIS POSC and point-to-point transactions received from MassHealth Providers to AWS\*



Update and Use the following URL to access the POSC on/after the cutover:

<https://mmis-portal.ehs.state.ma.us/EHSProviderPortal>



If your organization requires a modification to your network to facilitate access to AWS, please use the following IP Addresses. Begin to update systems now to avoid disruptions at cutover

There are 2 IP addresses to support redundancy: 15.197.248.41 & 35.71.150.175



If you experience an issue with MMIS at any time after the AWS migration cutover, please open a ticket by calling the EHS Helpdesk at: (617)-994-5050 or send an email to [EOHHS-IT-CustomerService.Hancock@mass.gov](mailto:EOHHS-IT-CustomerService.Hancock@mass.gov).

# Resources



- [Email Notifications for MassHealth Provider Bulletins and Transmittal Letters](#)
- [MassHealth Provider Remittance Advice Message Text](#)
- [All-Provider Bulletin webpage](#)

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**Questions?**

# **Multi-factor Authentication Transition Termination Of Legacy Option**

Michelle Croy – Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services

# Multi-Factor Authentication Timeline



- On May 19, 2024, the Executive Office of Health and Human Services (EOHHS) Virtual Gateway (VG) implemented Multi-Factor Authentication (MFA).
- The VG enabled a Legacy Login option to allow users sufficient time to transition to MFA.
- The VG is removing the Legacy Login option used to access MassHealth's Provider Online Service Center (POSC) or point-to-point connectivity methods on February 23<sup>rd</sup>, 2025.
- MassHealth is requesting that all users that have not yet transitioned set up MFA by **Friday, February 14<sup>th</sup>** ahead of the official removal date established by the VG. This will ensure that user can continue to access MassHealth's system.



# Each Affected User

Each affected user must take immediate action to update their user ID and transition to MFA.

MassHealth strongly encourages each user to complete the tasks below as soon as possible; Do NOT wait until February 23<sup>rd</sup> to make this modification.

- No later than February 14, 2025, each affected user must complete the following:
  - Identify your User ID/s used to access MassHealth Systems, then go to [VGPortal Landing Page](#)
  - **FIRST** - Use the “Legacy Log In” to update the email address associated with the single user ID that you will retain.
  - **SECOND** – Use the Business Log In” to create your new MFA account. Follow the instructions outlined by the VG at <https://www.mass.gov/doc/business-log-in-for-provider-user-reference-guide/download> to
  - **Please Note:** Use of more than 1 user ID to access the MassHealth systems is a violation of the VG terms and conditions.
  - User Ids that are not transitioned to MFA on or after February 23<sup>rd</sup> will be automatically terminated by the VG

# What the Primary User Must Do

Before January 31, 2025, the Primary User must complete the following:

- Ensure that all the users within your organization is aware of the elimination of the VG Legacy option and are actively updating their user IDs to reflect a unique email address.
- Evaluate your list of users and “de-link” any user that no longer works for your organization or no longer has a contractual relationship with your organization to perform services on your behalf.
- System user IDs are only created for staff that require a systems ID to submit HIPAA transactions to MassHealth via point-to-point (HTS/SOAP/MIME)
- Ensure that any/all common named user IDs are eliminated and replaced (where relevant) with a User ID that aligns with an individual.

**Important:** MassHealth strongly encourages each Primary User to complete these tasks as soon as possible.

# MFA Resources

## Provider Information Sessions:

January 30<sup>th</sup>, 2025 at 10am

February 12<sup>th</sup>, 2025 at 1pm

Register for a session here: <https://tinyurl.com/y6xkjehr>

Functional Coordination email: [Functional.Coordination@mass.gov](mailto:Functional.Coordination@mass.gov)

Virtual Gateway Customer Service

Phone: (800) 421-0938

TTY (617) 847-6578 for the deaf and hard of hearing

Hours of Operations:

Monday - Friday, 8:30 a.m. to 5:00 p.m.

[Update Virtual Gateway MyMassGov Account and/or Multi-Factor Authentication Reference Guide](#)

[Virtual Gateway Portal](#)

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**Questions?**

# **New Dental Third-Party Administrator Vendor Go-Live February 1, 2025**

**Michelle Croy – Sr. Provider Relations  
Specialist, MassHealth Business  
Support Services**

# Dental TPA Vendor Transition Update



The anticipated operational start date for the new Dental TPA is delayed and is no longer February 1, 2025. The new anticipated operational start date will be announced in the coming weeks in a future communication from EOHHS.

# What does this mean?

- The current MassHealth Dental Program TPA, DentaQuest will continue as the Dental TPA for MassHealth until the transition to BeneCare. Providers should conduct business as usual until otherwise specified.
- Provider training dates, contact information, and any other operational considerations related to BeneCare's transition will be announced in a subsequent correspondence in early 2025.
- Frequently asked questions regarding the transition can be found at <https://massdhp.org/dentistfaq/>
- Continue to contact Tuyen Vu for any dental inquiry at [Tuyen.vu@mass.gov](mailto:Tuyen.vu@mass.gov)

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**Questions?**



# **Other Systems Integration Reminders**

**Michelle Croy – Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# REMINDER: Primary User Modifications



- Effective August 11, 2024, the Medicaid Management Information System (MMIS)/Provider Online Service Center (POSC) was updated to ensure that no more than 2 individuals per PID/SL will have access to the renamed “Primary User & Backup User” role
- Each organization is limited to only a single Primary User and a single Backup and must ensure that it removes the Primary User & Backup User” role from all other users under each PID/SL
- Primary Users that encounter an error when attempting to add or modify a backup primary user must first remove the “Primary User & Backup User” role from all other users before they can assign that role to the backup Primary User of their choice.
- If a Primary User needs a list of users that have the Primary User and Back-up User Role under their PID/SL to assist with the cleanup effort, please email: [Functional.Coordination@mass.gov](mailto:Functional.Coordination@mass.gov)
- Primary Users should review the [MassHealth Provider Online Service Center \(POSC\) Primary User Policy](#) and as well as the [All Provider Bulletin 377: MassHealth Provider Online Service Center\(POSC\) Primary User Policy](#) on Mass.gov and ensure that your organization follows and continues to adhere to the policy.



# Primary User Modifications

For questions or concerns regarding Primary User designations, MassHealth providers should refer to their respective customer service center.

Long-Term Services and Supports:

Phone: (844) 368-5184 (toll free)

Email: [support@masshealthtss.com](mailto:support@masshealthtss.com)

Fax: 888-832-3006

All Other Provider Types:

Phone: (800) 841-2900; TTY: 711

Email [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)



# Reminder: MassHealth Robotics Processing Automation (RPA)

MassHealth requires MassHealth providers, relationship entities, and business partners (hereafter referred to as “organizations”) that use Robotics Processing Automation (RPA) tools (aka bots) on MassHealth’s Medicaid Management Information System (MMIS) Provider Online Service Center (POSC) or intend to use RPA tools/bots in the future to register any/all bots with MassHealth by submitting a registration request for approval.

If your organization is currently using a bot and have not submitted an RPA registration request, you are out of compliance with MassHealth’s RPA policy and subject to enforcement. You must contact MassHealth immediately to initiate a Stage I RPA registration request. Enforcement includes but is not limited to:

- Outreach and validation
- Remediation of the violation (opportunity to cure)
- If compliance is not achieved within mutually agreed upon timeframes, the organization will be subject to:
  - Suspension or termination of the bot User ID
  - Prohibition from performing functions on the POSC
  - Organization-wide ban on ability to use RPA tools on the POSC
  - Other penalties or remedial actions as determined by MassHealth after outreach to the organization

The ability to use a bot on the POSC is a convenience to organizations. Any organization that violates the MassHealth RPA Policy may have its access to submit transactions via the POSC using RPA technology revoked.

Please review [RPA Policy](#) to view the full scope of the monitoring, enforcement, and If you have questions regarding the RPA Policy please contact MassHealth at [functional.coordination@mass.gov](mailto:functional.coordination@mass.gov)

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**Questions?**

# **MassHealth Updates**

**Michelle Croy – Sr. Provider Relations  
Specialist, MassHealth Business Support  
Services**

# All Provider Bulletins



- [All Provider Bulletin 396](#): Changes to MassHealth's Accountable Care Organizations effective January 1, 2025
- [All Provider Bulletin 397](#): Requirements for Completion of Data Fields on Claims for Clinician-Administered Drugs
- [All Provider Bulletin 398](#): Childrens Medical Security Plan (CMSP) Copays Eliminated
- [New Provider Bulletin 399](#): New MassHealth Member Card

# Provider Education LMS



The MassHealth Provider Learning Management System(LMS) for Non-OLTSS providers is a system providers can use 24/7 as an educational resource.

The Provider LMS delivers:

- Previous live training presentations
- New on demand training courses
- Resources
- Course surveys



If you are currently a registered user but have forgotten your user-name or password, you can retrieve it from the sign-in screen

New Users can create a profile and begin using the system immediately

Visit: [MassHealth BSS Provider Training portal](#)

*OLTSS and Dental providers should visit their respective vendor site for training opportunities*



# Resources



## Provider Email Alerts

Sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, fill out the Email Notification Request for Providers on Mass.gov.

[MassHealth New Bulletin and Transmittal Letters](#)

## MassHealth Website

- [Bulletins are Available on Mass.gov](#)
- [MassHealth Providers web page](#)
- [The ACA ORP Requirements for MassHealth Providers](#)

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**Questions?**