

Getting Ready To Use the Provider Online Service Center

Are you ready? Follow the checklist below to get ready to use the Provider Online Service Center (POSC). If you complete these steps, you will be prepared.

Readiness Requirements

- Obtain Internet access or confirm that current access is sufficient to support POSC use for staff. Internet Explorer 5.5 or higher or Mozilla Firefox 1.5 or higher are required.
- Read the Provider PIN Registration Letter and follow the directions to register on the POSC, set up security on the Virtual Gateway, and establish security for staff and entities on the POSC.
- Modify your electronic billing systems and complete trading partner testing.
- Coordinate your systems with applicable billing intermediaries and software vendors.
- Use your NPI or, if you are an atypical provider, use the NewMMIS provider ID/service location (PID/SL) when submitting electronic transactions to MassHealth.
- Modify your practice-management systems to be able to submit CMS-1500 and UB-04 paper claim forms, as applicable.
- Read new paper billing guidelines, NewMMIS HIPAA companion guides, and other publications.
- Complete the e-Learning courses and review the job aids and quick start guides.
- Sign up to attend the POSC Overview Sessions (classroom-based or online) offered from April 27 to May 21. To register for a session, go to the e-Learning link at <http://masshealthnewmmisprovidertraining.ehs.state.ma.us/>.
- Attend MassHealth information and training sessions.
- Review all-provider bulletins, transmittal letters, and other MassHealth communications. Continue to check MassHealth's NewMMIS Web page at www.mass.gov/masshealth/newmmis for critical and timely implementation updates.
- Determine how NewMMIS will impact your business operations and make the appropriate adjustments.

Important Implementation Dates

March 23	<ul style="list-style-type: none">• Registration opened for the POSC.
March 23	<ul style="list-style-type: none">• Last day MassHealth accepted HIPAA test files for the current system
April 13	<ul style="list-style-type: none">• Registration opened for the POSC Overview Sessions (in classroom or online).
May 1	<ul style="list-style-type: none">• Last day MassHealth will accept paper claims submitted on proprietary claim forms. Starting May 4, use industry-standard claim forms.
May 8	<ul style="list-style-type: none">• Last day MassHealth will accept prior authorizations (PAs) through APAS. Starting May 18, providers can request PA through the POSC.• Last day MassHealth will process Management Minutes Questionnaires (MMQs) submitted by nursing facilities on hard media (disk or CD-ROM).
May 15	<ul style="list-style-type: none">• Last day MassHealth will accept claims through PCSS. Starting May 16, submit as electronic claims through the POSC.• First day to submit electronic claims according to new requirements.
May 18	<ul style="list-style-type: none">• Trading partner testing for NewMMIS pauses. Testing resumes June 8.• First day to submit prior-authorization requests in NewMMIS.
May 23	<ul style="list-style-type: none">• REVS shuts down. Starting May 23, providers can use the POSC to verify eligibility.
May 26	<ul style="list-style-type: none">• Implementation day