



Executive Office of Health and Human Services MassHealth Operations MMIS/POSC Technical Upgrade — 2016

Purpose: This document outlines the timeline and details of the MassHealth MMIS and Provider Online Service Center (POSC) technical upgrade. Please ensure that every person within your organization that utilizes the POSC and/or submits transactions to MassHealth is aware of this very important upgrade.

TOPIC	WHAT TO EXPECT
Technical Upgrade	<ul style="list-style-type: none"> ▪ On February 22, 2016, MassHealth will upgrade the back end hardware and software that support the MMIS and Provider Online Service Center (POSC). Please review the following. ▪ MassHealth will align the current POSC Log-In process with the Virtual Gateway (VG) Log-In process for all users ▪ MassHealth will integrate the ancillary right navigation links (i.e., provider manuals, forms, etc.) into the left navigation ▪ MassHealth will adopt a single Log-Out process for all VG applications ▪ The POSC URL will change to https://newmmis-portal.ehs.state.ma.us/EHSPortals ▪ None of the POSC functionality will be affected by the upgrade ▪ None of the Subordinate ID access assigned by an organization’s primary user will be affected by the Upgrade ▪ PDF remittance advices for claims transactions processed during the standard Wednesday, 2/17, payment cycle will appear on the POSC on Thursday, 2/18. The 835s will then appear on 2/24. Claims transactions received between 2/17 - 2/19, at 12 pm will be processed in the following week’s cycle.
Cut-Over Timeline	<ul style="list-style-type: none"> ▪ The POSC will be unavailable from 12 pm, Friday, February 19, through 7:00 am, Monday, February 22, to facilitate the technical upgrade ▪ Providers may begin to use the POSC and other MMIS services at 7:00 am on Monday, February 22

<p>Impact to Providers</p>	<ul style="list-style-type: none"> ▪ Users who currently log in via the VG do NOT have to re-register ▪ Only Users who have never logged in via the VG must register ▪ Users who have never logged in via the VG will be required to complete the VG registration process. Users may also log in and register prior to the upgrade by selecting the “Log on to the Virtual Gateway” link at http://www.mass.gov/eohhs/gov/commissions-and-initiatives/vg/. <p style="text-align: center;"><u>On or after February 22, 2016</u></p> <ul style="list-style-type: none"> ▪ Users who have never registered will be redirected from the POSC home page to the VG log-in page to accept the terms and conditions and answer security questions ▪ The existing POSC URL will redirect users to the new POSC URL. Users are encouraged to bookmark the new URL: https://newmmis-portal.ehs.state.ma.us/EHSPortals/EHSPortals. ▪ All users logging into the POSC will sign in via the integrated VG log-in process ▪ Users will log out of all VG apps via a “single log-out” function ▪ Users will access ancillary navigation links (i.e., forms, provider manuals) via the left navigation
<p>How to Prepare</p>	<ul style="list-style-type: none"> ▪ Ensure that all staff that use the POSC within your organization are aware of the upgrade ▪ Review the Technical Upgrade job aid that details the changes that Users will experience on or after the upgrade so that you are ready for the change (<i>where applicable</i>) at http://www.mass.gov/eohhs/docs/mashealth/newmmis/jobaid-technical-upgrade.pdf. ▪ In anticipation of the shutdown, please ensure that all business transactions are processed before 11:30 am on Friday, February 19 ▪ If your organization has configured the backend IP address as an allowable site for your network users, please contact the MassHealth Customer Service Center immediately to acquire the information necessary to ensure that your users will be able to access the new URL on February 22, 2016. Also, please ensure that you have updated your browser to Internet Explorer 11, Google Chrome, or Mozilla Firefox. Please view the MassHealth banner message dated December 22, 2014, found at http://tinyurl.com/z474n76 for additional information regarding browser connections. Providers do not have to wait until the cut-over to log in via the Virtual Gateway (VG). You may access the VG now at http://www.mass.gov/eohhs/gov/commissions-and-initiatives/vg/. Please follow

	<p>the system prompts to register.</p> <ul style="list-style-type: none">▪ Prior to the shutdown, please log into the POSC to ensure that your permissions are correct and you are able to access all services that you have been granted access to. It is important to ensure that you have the same access after the cut-over.▪ The technical upgrade will not alter any of the services currently available on the POSC or affect the subordinate ID access assigned by the primary user within provider organizations. For uninterrupted access to the POSC, be sure to update your bookmarks to https://newmmis-portal.ehs.state.ma.us/EHSProviderPortal.
Whom to Contact	If you have any questions or issues related to the transition, please contact the MassHealth Customer Service Center at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net , or fax your inquiry to 617-988-8974.