



Commonwealth of Massachusetts
Executive Office of Health and Human Services

Web Solutions in Medicaid

NewMMIS Provider Portal
August 15, 2007

NewMMIS Project Structure



NewMMIS Steering Committee

Steering Committee

Tom Dehner, Chair
Medicaid Director

Stan Chesler
Deputy General Counsel

Tom Curran, Vice Chair
CIO, EOHHS

Russ Kulp,
Director of Operations
MassHealth

Doug Thompson,
CFO, EOHHS

Paul Jeffrey
Pharmacy Director

Bob Moran
NewMMIS Advisor

Cynthia Young
General Counsel, EOHHS

Michael Norton
The Connector

Linda Rand
Deputy Commissioner,
MassHealth Acute and
Ambulatory Care,
Office of Health Services

Rachel Richards
Deputy Assistant Secretary
for Program and Operations,
EOEA

Advisors

Marty Benison
Comptroller of the
Commonwealth

Bethann Pepoli
Acting CIO of the
Commonwealth

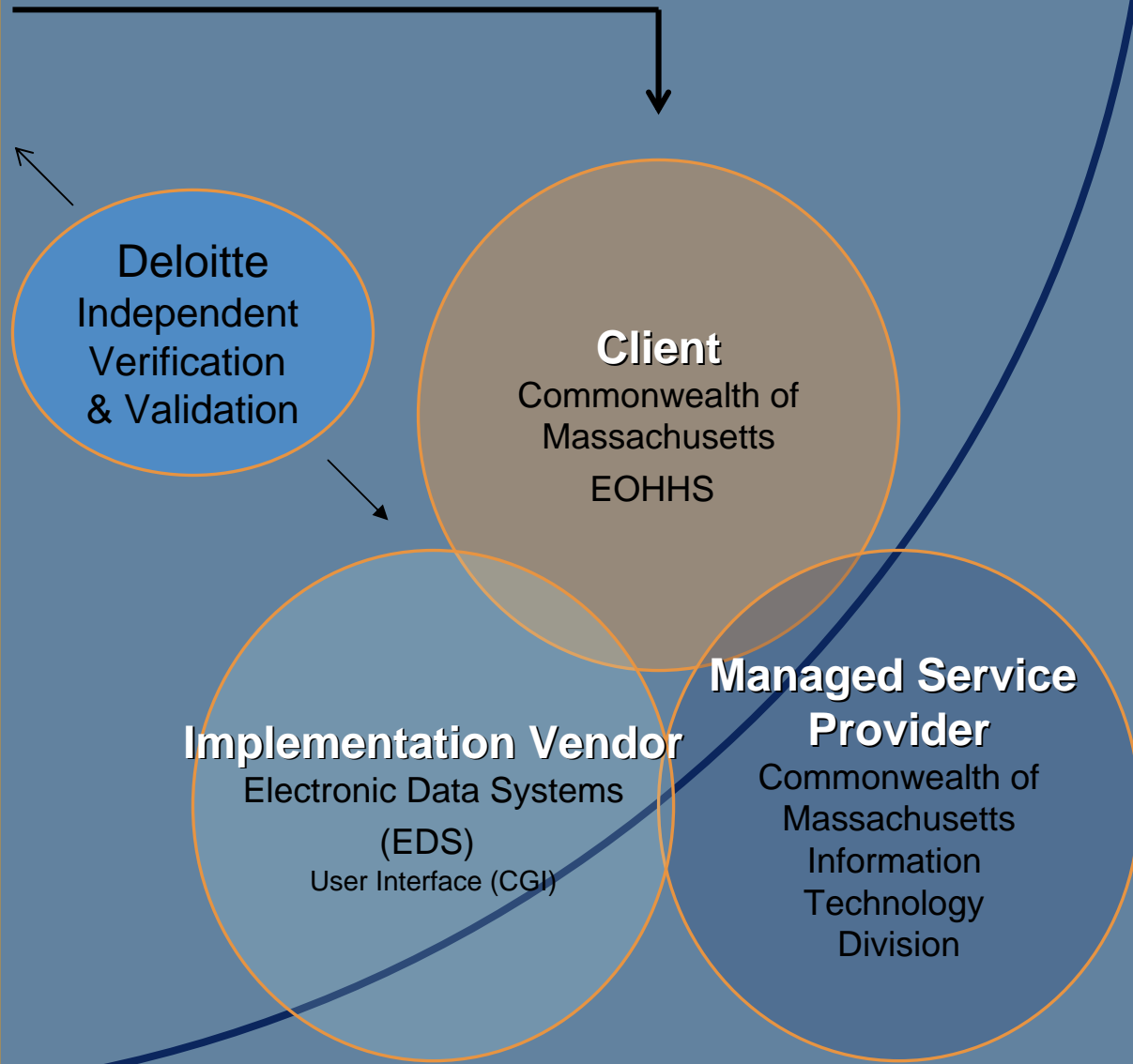
Sharon Wright
(Acting) MassHealth CIO

Deloitte
Independent
Verification
& Validation

Client
Commonwealth of
Massachusetts
EOHHS

Implementation Vendor
Electronic Data Systems
(EDS)
User Interface (CGI)

Managed Service
Provider
Commonwealth of
Massachusetts
Information
Technology
Division



EOHHS Web Solutions



Virtual Gateway

- Single access point/gateway for services
- Single sign-on
- Application oriented
- 2007 Recognition Award for Excellence in Human Services from IT Solutions Management for Human Services (ISM)

Portal Landing Page



MassHealth Provider Online Service Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://portal-mo.ehs.state.ma.us/EHSProviderPortal/appmanager/provider/desktop?_nfpb=true&_pageLabel=PortalFramework_portal_page_1 Go

Health and Human Services

Mass.gov

June 18, 2007

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT


[Mass.Gov Home](#) [State Agencies](#) [State Online Services](#) [Provider Dashboard](#)

Provider Services

- Home
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
- Manage Provider Information
- Administer Account
- Reference Publications

Welcome

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 provider profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie., claim submissions, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, and Referrals).

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

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 MassHealth Customer Service Center at 1-800-841-2900.

News & Updates

- Statewide Homeless Operations Research Environment (SHORE)
- Virtual Gateway Training Course Catalog
- Common Intake Announcements and Newsletters

Publications

- Publications Library
- EIM/ESM: Get Started
- Purchase of Service (POS) Salary Reserve

Related Links

- Directory of Women's Health Network Enrollment Sites

Registered User? [Login](#)

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

Need more information? [FAQs](#)

Internet

EOHHS Web Solutions



NewMMIS Provider Portal

- Uniform desktop look-and-feel
- Seamless aggregation and presentation of services
- Services oriented
- Usability and accessibility tested
- “Portal” environment and features
 - Supplemental Information
 - Customization
 - Personalization

Portal Features



- Self-registration and enrollment
- Array of functional services
 - Provider Enrollment / Profile Maintenance
 - Claims Submission – Real Time
 - Eligibility Verification
 - Provider Authorization (PA) / Pre-Admissions Screening (PAS)
- Batch Upload / Download
- Publications
- Online help
- Targeted Supplemental Content

Value Addition to Providers



- Single source of communication
- Providers can do business with MassHealth exclusively via the portal
- Services are consistent and in some cases exceed the suite of online services that providers get from commercial payers (e.g. claims adjudication)
- One stop shopping experience
 - Perform all online transactions and processing, rather than using disparate systems
 - Access to real-time responses
 - Quicker issue resolution – correct errors faster to increase receivables
- Key component to reducing administrative burden and increasing revenue

Value Addition to Providers

The logo for 'New MMIS' is located in the top right corner. It features the word 'New' in a smaller, white font, followed by 'MMIS' in a larger, bold, orange font. The text is set against a dark blue, oval-shaped background with a slight gradient and a shadow effect.

- Nursing homes who currently submit Management Minutes Questionnaire (MMQ) data via disk will do so via the web portal, which has interactive editing.
- Direct Data Entry (DDE) for claims allows a provider to submit a claim directly to MassHealth. Even small volume providers who may not have a software system can submit electronically using this service
- Providers will be able to access up to six months of remittance advices in a PDF format. These are currently available only on paper.
- Providers can view and easily maintain MassHealth profile
 - Supports goal of profile file integrity
 - Reduces service interruption due to incorrect demographic data

Portal Landing Page



MassHealth Provider Online Service Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://portal-mo.ehs.state.ma.us/EHSProviderPortal/appmanager/provider/desktop?_nfpb=true&_pageLabel=PortalFramework_portal_page_1 Go

Health and Human Services

Mass.gov

June 18, 2007

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT


[Mass.Gov Home](#) [State Agencies](#) [State Online Services](#) [Provider Dashboard](#)

Provider Services

- Home
- Manage Service Authorizations
- Manage Correspondence and Reporting
- Manage Members
- Manage Claims and Payments
- Manage Provider Information
- Administer Account
- Reference Publications

Welcome

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 provider profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie., claim submissions, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, and Referrals).

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

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 MassHealth Customer Service Center at 1-800-841-2900.

News & Updates

- Statewide Homeless Operations Research Environment (SHORE)
- Virtual Gateway Training Course Catalog
- Common Intake Announcements and Newsletters

Publications

- Publications Library
- EIM/ESM: Get Started
- Purchase of Service (POS) Salary Reserve

Related Links

- Directory of Women's Health Network Enrollment Sites

Registered User? **Login**

Would like to enroll as a provider? **Enroll Now**

Need more information? **FAQs**

Internet

Prior Authorization Search



http://170.154.6.47:7001 - New Portal Desktop - Microsoft Internet Explorer

File Edit View Favorites Tools Help

[Provider Home](#) [Provider Home](#)

Services/Nav Portlet

- > [Check Member Eligibility](#)
- > [Inquire Prior Eligibility](#)
- > [Enter Claim](#)
- > [Inquire Claim Status](#)
- > [Prior Authorization Request](#)
- > [Inquire Prior Authorization](#)
- > [Submit Referral](#)
- > [Inquire Referral](#)
- > [Download Forms](#)
- > [View Publications](#)
- > [View Metrics](#)
- > [View Notifications](#)
- > [View Broadcast Messages](#)

Inquire Prior Authorization

Search for Prior Authorization

You can enter the tracking number or the PA number to inquire about a specific Prior Authorization.

Tracking # OR PA #

OR

Enter the Member ID and Requesting Provider to search for the Prior Authorization.

Member ID

Status

Requesting Provider

Assignment Code

Enter a date range which encompasses the submission date of the Prior Authorization.

From Date To Date

Search Results

Click on the Tracking Number link to view the PA Details.

Tracking #	PA #	Member ID	Member Name	Expiration Date	Date Received
1234567890	123456789	ABC123456789	Smith, Bob M	Aug 14, 2007	Aug 14, 2007
111111111	1313131313	M12345678901	Kalki, John J	Aug 14, 2007	Aug 14, 2007

Done Internet

Prior Authorization Request



http://170.154.6.47:7001 - New Portal Desktop - Microsoft Internet Explorer

File Edit View Favorites Tools Help

[Provider Home](#) [Provider Home](#)

Services Navigation

- > [Check Member Eligibility](#)
- > [Inquire Prior Eligibility](#)
- > [Enter Claim](#)
- > [Inquire Claim Status](#)
- > [Prior Authorization Request](#)
- > [Inquire Prior Authorization](#)
- > [Submit Referral](#)
- > [Inquire Referral](#)
- > [Download Forms](#)

Prior Authorization Request

PA Information | **Line Items** | Attachments | Confirmation

Base Information

Member ID * 111111111111

Height 5 Feet 11 Inches Weight 140 Pounds 3 Ounces

Requesting Provider * -110009268A-ROSEMAN MARK M-579 COMMONWEALTH AVE

PA Assignment * SKILLED NURSING Place of Service HOME

Primary Diagnosis Code * 343.9 Secondary Diagnosis Code

Clinical Rationale: Please see attached R&J

Comments: PDN 84 hours per week x 26 weeks

Error on page. Internet

Choose Line Template



A screenshot of a Microsoft Internet Explorer browser window. The address bar shows the URL 'http://170.154.6.47:7001 - New Portal Desktop - Microsoft Internet Explorer'. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The page content is titled 'Provider Home' and is divided into two main sections. On the left is a 'Services Navigation' sidebar with a list of links: '> Check Member Eligibility', '> Inquire Prior Eligibility', '> Enter Claim', '> Inquire Claim Status', '> Prior Authorization Request', and '> Inquire Prior'. The main content area is titled 'Prior Authorization Request' and contains a sub-section 'Prior Authorization Templates'. Below this sub-section is the instruction 'Please select the type of Prior Authorization you want to enter.' followed by four purple underlined links: 'Basic Medical', 'Dental', 'Durable Medical Equipment', and 'Therapy Services'. At the bottom of this section is a yellow button with the text 'Cancel Service'. The browser's status bar at the bottom shows 'Internet'.

Prior Authorization Detail



http://170.154.6.47:7001 - New Portal Desktop - Microsoft Internet Explorer

File Edit View Favorites Tools Help

[Provider Home](#) [Provider Home](#)

Services Navigation

- > [Check Member Eligibility](#)
- > [Inquire Prior Eligibility](#)
- > [Enter Claim](#)
- > [Inquire Claim Status](#)
- > [Prior Authorization Request](#)
- > [Inquire Prior Authorization](#)
- > [Submit Referral](#)
- > [Inquire Referral](#)
- > [Download Forms](#)
- > [View Publications](#)
- > [View Metrics](#)
- > [View Notifications](#)
- > [View Broadcast](#)

Prior Authorization Request

PA Information | Line Items | Attachments | Confirmation

List of Line Items

Line Item	Req Units	Procedure Code	Thru Procedure	Modifiers	Status	Attach
<input type="button" value="New Item"/>						

Basic Medical Details

Line Item A
Status I

Procedure Code *

Thru Procedure

Requested Effective Date *

Requested Units OR

Requested End Date *

Requested Service Days

Service Provider

Service Prov. NPI

FI

Portal Best Practices



- Show users the “Catalog of Services” before login
- Avoid system/agency specific nomenclature
- Conform to state standards (look and feel, usability, accessibility)
- Develop a framework that is futuristic in outlook
- Leverage technology options provided by Portal Technology
- Leverage existing EOHHS Architecture components
- Incorporate Industry Standards

Technology Highlights



- WebLogic Portal Server
- Service Portlets
 - JSR-168 compliant for portability
 - Internal / third- party developed
 - Remotely hosted
- Service Oriented Architecture
 - Leveraged EOHHS components
 - Shared Security Service
 - Enterprise Service Bus / XML Gateway
 - Leveraged NewMMIS back- end web services
- Content Management System

For Questions



Patricia Wada, Commonwealth of Massachusetts
Executive Office of Health and Human Services
MassHealth
NewMMIS Project Manager

patricia.wada@ehs.state.ma.us