



Mass General Brigham
Health Plan

Provider Portal Overview

Agenda

1. Accessing Member Rosters
2. Accessing Site Provider Rosters
3. Processing a PCP Change
4. Provider Enrollment/Data Changes
5. Provider Enrollment Submission Guidelines & TaT



Provider Portal

The MGBHP provider portal is your one-stop-shop for managing your MGBHP patients.

Through the portal, you have real-time access to:

- Verify patient eligibility
- Verify claims status
- Submit or check authorizations/referrals
- Access your explanation of payments (EOPs)
- View member and provider roster reports
- Update your practice information
- And much more!

If you do not have access to Our Provider Portal, you can register at:

<https://provider.massgeneralbrighamhealthplan.org/>



Welcome to your
Provider Portal

Log in for quick access to tools and resources
that support your patients' needs.

Your patients' health is everything to us.



Log in to the Provider Portal

Username [Forgot Your Username?](#)

Password [Forgot Your Password?](#)

Need an Account?

If you currently have a login for NHPNet, those credentials will work here. There is no need to re-register.

If you meet the appropriate criteria and have read the instructions you may sign up for an account.

[Account Registration](#)



Accessing Member Rosters



Accessing the Member Roster in the Portal:

On the main page select **View a Report**.

Then select **Member Roster Report**

The screenshot shows the main page of the portal. At the top, there is a search bar with a 'Go' button and navigation links for 'Home', 'Manage Account', and 'Log Out'. Below this is a dark blue navigation bar with links for 'Authorizations', 'Claims', 'Member Info.', 'Resources', 'Enrollment', and 'User Admin'. A 'PNM Admin' button is also visible. Underneath, a breadcrumb trail reads 'I'm here to... > Check a Claim > Submit an auth > View a report > Request a fee schedule > EOP'. A red arrow points to the 'View a report' link. The main content area is split into two columns: 'News & Announcements' on the left and 'Eligibility' on the right. The 'Eligibility' section contains a search form with a 'Search By:' dropdown (set to 'ID, Last Name'), 'Member ID:' and 'Last Name:' input fields (both marked with a red asterisk), a '* Required Field' note, and a 'Search' button.

The screenshot shows the 'Reports' page. It features the same top navigation as the main page. Below the navigation bar, there are two main sections: 'Reports' and 'Enrollment Reports'. Under 'Reports', there are buttons for 'Enrollment Report' and 'PNM Report'. Under 'Enrollment Reports', there is a box containing the 'Member Roster Report' link, which is highlighted with a red arrow. Below this link is a description: 'This report will display member PCP assignment for your site based on selected date and PCP criteria. Site Provider Roster Report. This report displays all Mass General Brigham Health Plan enrolled providers affiliated with your site. Note that the report defaults to the current date unless selected otherwise.' At the bottom of the page, there is a 'CONTACT US' section with customer service and email information, a copyright notice for 2023, and social media icons for LinkedIn, Facebook, and Twitter.



Viewing the Member Roster

Mass General Brigham Health Plan Enrollment Report Viewer

Close Report

Show Members Enrolled Under Company Product: COMMERCIAL, MEDICAID ACO

Show Members Assigned To PCP: ATA, ELIE I., MD, ATHANASOPOULOS, ST View Report

of 0 Find | Next

- Once you are in the report select the line of business you are interested in viewing: *Commercial or Medicaid ACO (or both)*.
- You can view members assigned to an individual PCP or view them for all of the PCPs at the site. Depending on provider setup or your access, you may have to generate a roster for each site separately.

Important: Please allow 1-2 minutes for the report to generate.



Viewing the Member Roster

Site: [Redacted]

As Of Date: 12/7/2023

Products: MEDICAID ACO

PCP: ATA, ELIE I., MD; ATHANASOPOULOS, STELLA, FNP; ELLIS, JAMIE E., MD; FEITOSA RUIVO, FABIOLA M, MD; GARABEDIAN, GARO H., MD; GARABEDIAN, TORKOM, MD; MADORE, ALLISON, FNP; VILLA, SUHAITI, FNP

Last Name	First Name	DOB	Gender	Phone	Member ID	Product	Benefit Plan	Enrollment Date	Current PCP	PCP Effective
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	ACO MGB	MGB ACO - COMMONHEALTH/STANDARD	4/1/2023	FEITOSA RUIVO, FABIOLA M	5/3/2023
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	ACO MGB	MGB ACO - COMMONHEALTH/STANDARD	4/1/2023	GARABEDIAN, TORKOM	10/2/2023
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	ACO MGB	MGB ACO - COMMONHEALTH/STANDARD	4/1/2023	FEITOSA RUIVO, FABIOLA M	4/1/2023
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	ACO MGB	MGB ACO - COMMONHEALTH/STANDARD	4/1/2023	GARABEDIAN, TORKOM	4/1/2023

Once the report generates you will be able to see information such as:

- Member Name, ID, DOB, date of enrollment & PCP effective date and more!
- This report can be exported to be viewed as in Excel, Word, PowerPoint etc. (*see red arrow*)



Accessing Site Provider Rosters



Accessing the Provider Roster in the Portal:

On the main page select **View a Report**.

Then select **Site Provider Roster Report**

The screenshot shows the main page of the portal. At the top, there is a search bar with a 'Go' button. Below it are navigation links: Home, Manage Account, and Log Out. A dark blue navigation bar contains links for Authorizations, Claims, Member Info, Resources, Enrollment, and User Admin. Below this is a 'PNM Admin' section with a sub-menu. A breadcrumb trail reads 'I'm here to...' followed by links: Check a Claim, Submit an auth, View a report, Request a fee schedule, and EOP. A red arrow points to the 'View a report' link. The main content area is split into two columns: 'News & Announcements' on the left and 'Eligibility' on the right. The 'Eligibility' section has a search form with a dropdown for 'ID, Last Name', input fields for 'Member ID' and 'Last Name', and a 'Search' button. A 'More' button is at the bottom right of the news section.

The screenshot shows the 'Reports' section of the portal. It features a search bar at the top with a 'Go' button and navigation links: Home, Manage Account, and Log Out. A dark blue navigation bar contains links for Authorizations, Claims, Member Info, Resources, Enrollment, and User Admin. Below this is a 'PNM Admin' section. The main content area is divided into two columns: 'Reports' on the left and 'Enrollment Reports' on the right. Under 'Reports', there are buttons for 'Enrollment Report' and 'PNM Report'. Under 'Enrollment Reports', there is a box for 'Member Roster Report' and a box for 'Site Provider Roster Report'. A red arrow points to the 'Site Provider Roster Report' box. The 'Site Provider Roster Report' box contains the text: 'This report displays all Mass General Brigham Health Plan enrolled providers affiliated with your site. Note that the report defaults to the current date unless selected otherwise.' Below the reports is a 'CONTACT US' section with customer service and email information, and a copyright notice for 2023 Mass General Brigham Health Plan. Social media icons for LinkedIn, Facebook, and Twitter are at the bottom right.



Viewing the Provider Roster

The screenshot shows the 'Enrollment Report Viewer' interface for the Mass General Brigham Health Plan. At the top left is the logo and name 'Mass General Brigham Health Plan'. To the right of the logo is the title 'Enrollment Report Viewer'. Below the logo is a 'Close Report' button. The main area contains two input fields: 'As Of Date:' with the value '12/18/2023' and a calendar icon, and 'Practice Affiliation:' with the value 'Y' and a dropdown arrow. To the right of these fields is a 'View Report' button. At the bottom, there is a pagination bar showing '1 of 1' and a search bar with the text 'Find | Next'.

- Once you are in the report you can choose an As of Date to pull a current or a historical view of Provider's that are linked to the practice

Important: Please allow 1-2 minutes for the report to generate.



Viewing the Provider Roster

Mass General Brigham Health Plan Enrollment Report Viewer

Close Report

As Of Date: 12/7/2023 Practice Affiliation: Y, N View Report

1 of 1 Find | Next

Site Provider Roster Report

Provider Name	Specialty	PCP	NPI	Effective Date	Panel Status	Practice Affiliation
		Y		6/18/2010	Y	Y
		Y		6/18/2010	Y	Y
		Y		6/18/2010	Y	Y
		Y		4/11/2005	Y	Y
		Y		6/18/2010	Y	Y
		Y		6/18/2010	Y	Y
		Y		6/18/2010	Y	Y
		N		4/11/2005	N	Y
		Y		5/22/2023	Y	Y
		Y		4/30/2010	Y	Y

This report may contain confidential, legally privileged, and/or Protected Health Information (PHI) and may only be used/disclosed in accordance with Federal and State Privacy Laws. If you have received this report in error, please destroy the report and contact the Help Desk (617) 772-5500 at AllWays Health Partners, as soon as possible.

These reports are specific to AllWays Health Partners members enrolled for primary care at the currently selected site. This report displays all AllWays Health Partners enrolled providers affiliated with the selected site. Note that the report defaults to the current date unless the user selects otherwise.

When reviewing the AllWays Health Partners Provider Roster Report please note the following:

PCP	Panel	Explanation
Y	Closed	Practitioner is currently closed to new patients
Y	Open	Practitioner is open to patient assignments

Once the report generates you will be able to see information such as:

- Provider Name, Primary Specialty, if the provider is a PCP, Effective Date, Panel Status, and if they are active with the Practice
- This report can be exported to be viewed as in Excel, Word, PowerPoint etc. (see red arrow)
- ***Please note:*** this is a helpful way to reconcile Provider rosters and identify any enrollment needs/changes that can be submitted via the Enrollment Tool on the Portal

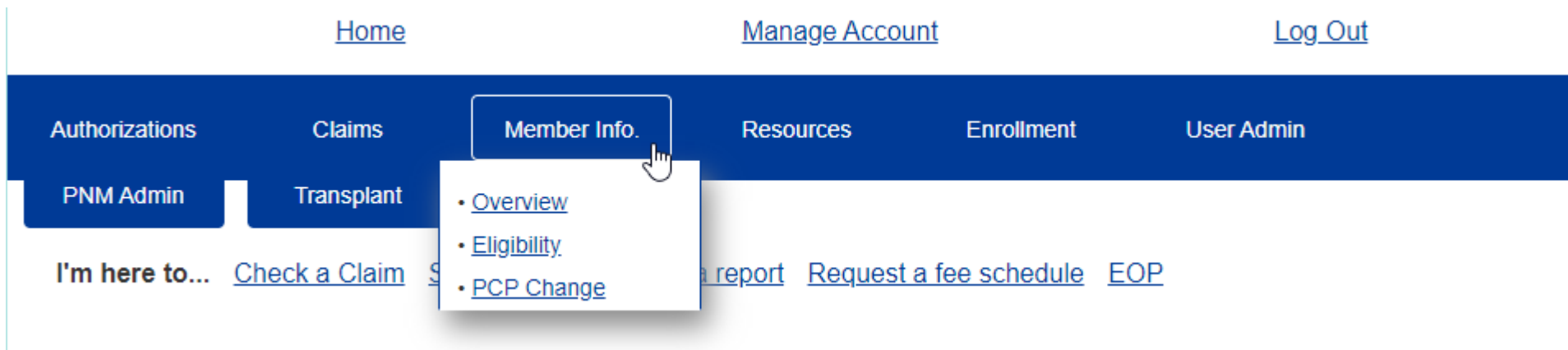


Processing a PCP Change



Processing PCP Changes

On the main page select **Member Info** then **PCP Change**.



Important : If this option is not available you may not have permission to do so. Please speak with your site's User Administrator to have your access updated to include this function

Note: please verify you are under a site that has PCPs attached to it. This includes satellite locations



Processing PCP Changes

- Choose a search option that best fits the information you have for the patient, fill in the fields, and then click search
- Verify you have the correct information and then click [Select](#)

Important : The fields are character and case specific

Home Manage Account Log Out

Authorizations Claims Member Info. Resources Enrollment User Admin

PNM Admin Transplant

Primary Care Provider (PCP) Changes

Enter any one of the following member information criteria to search for a member.

Search By:
ID, Last Name

Member ID: *
Last Name: *

* Required Field

Search

- ID, Last Name
- ID, Name
- ID, Last Name, DOB
- ID, Name, DOB
- ID, DOB
- First Name, Last Name, DOB, Gender

Name	ID	Gender	Date of Birth	Current PCP	Choose Member
Jones, Jessica	R228133404	Female	2/2/1994 12:00:00 AM	MARSTERS, EMILY S.	Select



Processing PCP Changes

- This screen will show you all PCPs at your location
- There may be multiple pages
- You can search for a specific PCP at your location using the search box
- Choose [Select](#) once you find the correct PCP's name

Primary Care Provider (PCP) Changes

[Return to Member Search](#)

Member Name: [blurred]
Member ID: [blurred]
Date Of Birth: [blurred]
Member Active: [blurred]
Gender: [blurred]
Current PCP Effective Date: [blurred]
Current PCP: [blurred]


Show Search:

entries

Name	Accepting New Patients	Choose New PCP
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select
[blurred]	Yes	Select

Showing 1 to 10 of 105 entries

Previous 2 3 4 5 ... 11 Next



Processing PCP Changes

This is the verification Screen

- It will display the member and current assigned PCP information at the top
- Please verify the correct site and PCP is displayed in the dropdown
- Enter an effective date for the new PCP assignment
- Finally confirm consent and click submit

Primary Care Provider (PCP) Changes

[Return to Member Search](#)

Member Name: Jones, Jessica
Member ID: R22
Date Of Birth:
Member Active: Active
Gender: Female
Current PCP Effective Date: 01/01/2024
Current PCP: MARSTERS, EMILY S.

[Choose a different PCP](#)

Site: QUINCY PEDIATRIC ASSOCIATES

New PCP Name: BELCHER, DAVID M.

New PCP Effective Date:

I confirm that I have the authority to make this change to our practice and acknowledge that at the time of this transaction.

January 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

CONTACT US
Customer Service - 1-855-
Email - [HealthPlanprweb](#)

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Tip: It is best to choose a date that is not before or the same as the current PCP effective date. If this is done it will often cause an error and will require the Health Plan to manually process the change which may cause delays in the change showing



PCP Change Rules for MGB ACO

- The provider the member is being assigned to must have an open panel.
- The provider the member is being assigned to must accept the member's plan type.
- PCP assignments can be backdated for up to 60 days.
 - MGB ACO – New PCP must be within the same primary care site.
- Future PCP assignments are limited to 60 days from today's date.
- When applicable, PCP assignments will carry over across multiple coverage segments.
- Please do not submit duplicate requests.
 - We've resolved an issue that prevented retroactive changes due to member ID & Enrollment segment changes

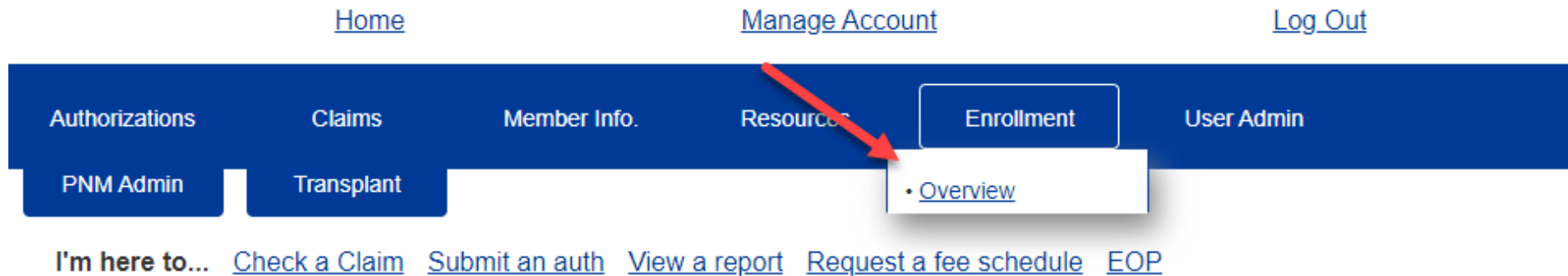


Provider Enrollment/Data Changes



Accessing Provider Enrollment Portal

On the main page select **Enrollment**
then **Overview**



Important : If this option is not available you may not have permission to do so. Please speak with your site's User Administrator to have your access updated to include this function.



Provider Enrollment Portal Changes

The provider enrollment tool lets you manage updates, changes, and additions to your practice

- This page will indicate the sites/locations you have access to make enrollment changes for.
 - Available sites will show in My Managed Groups
- This page will show you a timeline of your in-progress submissions

Mass General Brigham Health Plan Nicole Agüero

Provider Enrollment

Home Manage Account Log Out

Home Lookup

Welcome to Mass General Brigham Health Plan Provider Enrollment Portal. Please refer to the [user guide](#) for a step-by-step walk-through of available functions.

My Managed Groups

[TRI-COUNTY PEDIATRIC ASSOCIATES, P.C.](#)
NPI: 1346202066

Provider Lookup

You can lookup a provider by name (last, first) or NPI. Partial name searches are supported.

Search By:

Search For:

Search

Your Recent Transactions

No Recent Transactions

CONTACT US
Customer Service - 1-855-444-4647
Email - HealthPlanprweb@mgb.org

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Provider Enrollment Portal Changes

Here you can choose what you'd like to change/adjust

- Practice Info
- Individual Provider info
- You can also add a new provider

The screenshot displays the provider enrollment portal interface. At the top, there is a form for group information with fields for Group Type, NPI, Physical Address, Phone, PCP Panels Open, Tax ID, Billing Address, and Fax. A red arrow points to a button labeled "Notify Mass General Brigham Health P". Below this is a section titled "Service Locations".

Below the form is a blue header bar that reads "Current Roster As Of 12/19/2023 For QUINCY PEDIATRIC ASSOCIATES". A red arrow points to a button labeled "Enroll A New Provider Under This Group".

Below the header bar is a table with the following columns: Name, NPI, Type, and a Manage button. The table lists eight rows, all with the Type "PHYSICIAN". A red arrow points to the "Manage" button for the second row.

Name	NPI	Type	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage
		PHYSICIAN	Manage



Provider Enrollment Portal Individual Provider Changes

This screen will show the current information we have loaded for the individual Provider Including:

- Name
- NPI
- Specialty
- Effective date
- Status
- and more.

- If any data needs to be updated or if a panel needs to be modified, click the Notify Mass General Brigham Health Plan button

Name: [Redacted]
NPI: [Redacted]
Provider Type: [Redacted]
Social Security Number: [Redacted]
Gender: [Redacted]
Email: [Redacted]
Languages Spoken: [Redacted]
Primary Specialty: [Redacted]
Specialty: [Redacted]
Effective Type: [Redacted]
Termination Status: CERTIFIED

Degree: [Redacted]
Date Of Birth: [Redacted]
Ethnicity: [Redacted]

Secondary Specialties: None
License Number: [Redacted]
License Expiration: [Redacted]
Medicare Number: [Redacted]
DEA Number: [Redacted]
DEA Number Expiration: [Redacted]
MMIS Number: [Redacted]

[Notify Mass General Brigham Health Plan](#)

Current Transactions			
Transaction Number	Type	Created	Status
No Current Transactions			



Provider Enrollment Portal Practice Changes

When choosing to make an update the screen will show the current information we have on file.

You will have the option to make note of any changes in the details field

- Please make sure to attach any required forms when requesting a change to ensure timely processing.

Request Other Change For QUINCY PEDIATRIC ASSOCIATES

Group:	
Group Type:	
NPI:	
Physical Address:	
Phone:	
Type Of Change:	Choose... <input type="button" value="v"/>
Details:	<input type="text"/>
Attach File:	<input type="button" value="Choose File"/> No file chosen
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	



Provider Enrollment Portal Individual Provider Changes

Choose an option from the dropdown that most closely fits your request. If one does not match choose Name change and include notes in the Details box.

- Please make sure to attach any required forms when requesting a change to ensure timely processing.
- Panel Change requests do not require a form

Request Other Change For BELCHER, DAVID M.

Provider: BELCHER, DAVID M.
Provider Type: PHYSICIAN
NPI: 1578554713
Gender: M
Title/Degree: MD - Medical Doctor
Date Of Birth: 01/06/1962

Type Of Change:

Details:

Attach File: No file chosen

- Choose...
- Date Of Birth Correction
- Name Change



Provider Enrollment Submission Guidelines

Please note: Most requests can be submitted via the Provider Portal Enrollment Tool

exceptions are Practice Closures

All emailed Provider Enrollment transactions should be sent to the to HealthPlanPEC@MGB.ORG

If urgent: Please include Shannon Mulvey (Smulvey@mgb.org)

Panel Changes

PEC updates within 24/48 hours

Practice Closures

Notify the health plan at least 60 days in advance via both emails above

If PCP, notify plan of how the providers panel should be distributed

Individual Provider Term

Notify the plan 60 days in advance.

If PCP, notify plan of how the providers panel should be distributed

Initial Provider Enrollment

TAT 30-45 days

Billing Address Changes

Submitted to PEC with W9 *Please note if you would like the Physical address, business address, or both to be updated*

**As a reminder this slide is an overview of details that were discussed during the RSO meeting with Abbey. Those details are attached to the end of this deck for your reference



Mass General Health Plan Contacts

Provider portal: Claims status, eligibility, EOP	Mass General Brigham Health Plan Provider Portal
Claims issues, benefits	Provider Service 855-444-4647 HealthPlanproviderservice@mgb.org
Portal IT support	HealthPlanprweb@mgb.org
Provider enrollment and credentialing, directory issues	HealthPlanpec@mgb.org
Medical policies, payment policies, provider manual, provider directory, drug lookup, forms	Providers Mass General Brigham Health Plan
Audit denial inquiries	healthplanaudit@mgb.org



Resources

- **Provider Portal** - [Mass General Brigham Health Plan Provider Portal](#)
 - Member management tool, Provider enrollment, Eligibility verification etc.
- **Provider Education Landing Page** - [Provider education | Mass General Brigham Health Plan](#)
 - Access webinars, factsheets, and other tools that make it easy to do business with us.
- **Claims Landing Page** - [Claims information \(massgeneralbrighamhealthplan.org\)](#)
 - Access Payer ID numbers and addresses for submitting medical and behavioral health claims.
- **Public Website Provider Tab** - [Providers | Mass General Brigham Health](#)
 - We aim to deliver an optimal provider experience with easy-to-use tools that support you, your patients, and your healthcare practice.



Stay connected

Visit the following links to register:

- [Admin Newsletter Archive | Mass General Brigham Health Plan](#)
- [MGBHP blog](#)

Administrative Newsletter (monthly)

Includes important administrative updates that make it easier for your practice to do business with us

Best Practice Provider Blog (twice per week)

Get the latest in health and health insurance trends, news, and tips



Follow us on Twitter **@MGBHealthPlan**



Questions?



Appendix





Mass General Brigham
Health Plan

PCP Provider Enrollment Guidelines

Provider Enrollment Updates

Through the [MGBHP Provider Portal](#), Mass General Brigham Health Plan provides updated PCP assignment information daily to PCP offices.

- Discrepancies in a patient's PCP information can be systematically corrected by the PCP office through the [MGBHP Provider Portal](#).

The primary way to notify Mass General Brigham Health Plan of enrollment changes is through the [MGBHP Provider Portal](#).

Requests that can be submitted through the provider portal include:

- Enroll** a new clinician into your group – (TAT 30-45 days)
- Terminate** an existing clinician from your group (TAT 60 days)
- Open and close your panels** – (updates completed within 24/48 hrs)
- Provider demographic changes** – (for billing address changes please include W9)



Key Submission Guidelines

For all urgent matters related to provider enrollment or if you require additional assistance, please email Healthplanpec@mgb.org and cc the Supervisor of Enrollment: Shannon Mulvey – smulvey@mgb.org

Panel Updates/Changes:

- Submit via [MGBHP Provider Portal](#) or via email.
- HP PEC completes updates within 24/48 hours.

Individual Provider Termination:

- Must notify the Health Plan 60 days in advance.
- Submit via [MGBHP Provider Portal](#) or via email.
- Notify Health Plan where the provider's panel should be distributed.

Practice/Group Closure:

- Must notify the Health Plan 60 days in advance.
- Submit via email only to the [HP PEC team](#) and cc [Shannon Mulvey \(Supervisor of enrollment\)](#).
- Notify Health Plan where the provider's panel should be distributed.



Individual Provider Terminations

For **providers terminating from a practice**, Mass General Brigham Health Plan requires written notification at least **60** days prior to the practitioner's termination date unless otherwise agreed upon.

The notification must be submitted through the Provider Enrollment Portal within the [Mass General Brigham Health Plan Provider Portal](#), on the standardized provider information change form, or using a similar document on the provider's stationery that includes at a minimum:

- The provider's name
- NPI number
- Effective date of termination
- Reason for termination
- If PCP, panel re-assignment instructions
- Signature and title of the person submitting the notification

Once the request is completed by the MGBHP Provider Enrollment & Credentialing team, an email confirmation is sent back to the person who submitted the request.

Providers are also able to notify the HP Provider Enrollment & Credentialing team via email: healthplanpec@mgb.org



Individual Provider Terminations - Scenarios

Individual provider at a site is moving from being an active PCP with a panel to the following:

- ❑ **As a covering provider without an active panel** – MGBHP will remove that provider’s panel and remove them from the [MGBHP Provider Directory](#). MGBHP would reassign provider’s panel based on the practice instructions; practice must supply this information.
 - *If the provider is the only active PCP at the site, then this is considered a practice closure.*

- ❑ **Terms from site or from the ACO** – MGBHP will remove that provider’s panel, terminate them from site and remove them from the [MGBHP Provider Directory](#). MGBHP would reassign provider’s panel based on the practice instructions; practice must supply this information.
 - *If the provider is the only active PCP at the site, then this is considered a practice closure.*

- ❑ **Moves to Specialist** – MGBHP will remove that provider’s panel and remove them from the [MGBHP Provider Directory](#). MGBHP would reassign provider’s panel based on the practice instructions; practice must supply this information.
 - *If the provider is the only active PCP at the site, then this is considered a practice closure.*



Practice/Group Closure

If a practice is closing, Mass General Brigham Health Plan requires written notification at least **60** days prior to the termination date unless otherwise agreed upon. This allows for timely notification to the members impacted by the closure.

The notification to MGBHP must be submitted via email to the HP Provider Enrollment & Credentialing team at healthplanpec@mgb.org. Please also include the Supervisor of Provider Enrollment Shannon Mulvey smulvey@mgb.org.

The standardized provider information change form, or a similar document on the provider's stationery is required that includes at a minimum:

- The practice name
- NPI number/TIN
- Effective date of closure
- Reason for closure
- If PCP practice, panel re-assignment instructions*
- Signature and title of the person submitting the notification
- Draft of [member notification letter](#) for Health Plan & Mass Health approval

*The practice is required to notify the members of the anticipated closure. It is vital that MGBHP is informed on where the members are to be assigned at least 45 days in advance. If this is not provided by the 45 days, then MGBHP will auto-assign these members.



Summary Recap: Provider Enrollment Submission Guidelines

Please note: Most requests (exceptions are Practice Closures) can be submitted via the Provider Portal Enrollment Tool

All emailed Provider Enrollment Transactions should be sent to the HP PEC team (HealthPlanPEC@mgb.org)

If urgent: Please include Shannon Mulvey (Smulvey@mgb.org)

Panel Changes

HP PEC updates are processed within 24/48 hours.

Practice Closures

Notify the Health Plan at least 60 days in advance via both emails above.

Notification to the Health Plan must include how the provider's panel should be distributed.

Individual Provider Term

Notify the Health Plan 60 days in advance.

Notification to the Health Plan must include how the provider's panel should be distributed.

Initial Provider Enrollment

TAT 30-45 days in advance of provider's effective date.

Billing Address Changes

Submitted to HP PEC with W-9

