

# Important NEW Information for Senior Whole Health Providers

Effective March 15, 2010, eligibility verification will only be available by using these tools:

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**NewMMIS or NEHEN online tools** – The most efficient way to check eligibility

## NewMMIS (formerly REVS)

- Log into **Provider Online Service Center (POSC)** and click **Manage Members/ Eligibility and look up patient by SSN or name and DOB.**
- In the **List of Managed Care Data (for MCO)** section, SWH will be listed under **MCO Name.**
- Free registration for MassHealth Providers.
- For registration and other information:
  - [www.Mass.gov/masshealth](http://www.Mass.gov/masshealth)
  - 1-800-841-2900\*

\* This telephone number may also be used for checking eligibility by Interactive Voice Response (IVR) for up to three patients per call.

## NEHEN – New England Healthcare EDI Network

- For SWH members, log in and select **Medicaid** as payer. SWH is under **Managed Care Coordinator** within the **Additional/Alternate Payer** section.
- Available at no cost to NEHEN members.
- For NEHEN membership and other information:
  - [www.NEHENet.org](http://www.NEHENet.org)
  - 1-781-290-1290

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**Fax eligibility requests to SWH Provider Relations** – Please visit the Provider section of our Web site to download the “Eligibility Confirmation” fax form or call Provider Relations.



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If you have any questions, please call SWH at 617-494-5353 or 888-749-6455 (TTY) and ask for Provider Relations.