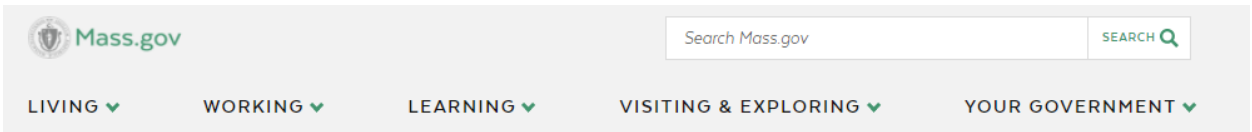


JOB AID – Customer Web Portal Account Creation and Troubleshooting

- The Customer Web Portal (CWP) is a web-based self-service system to submit Provider Requests for Transportation services (PT-1s) and view existing PT-1s.
- A PT-1 is an authorization request form that documents the medical necessity of the transportation. Providers will submit this form online, via the Customer Web Portal (CWP), to request wheelchair van transportation for an eligible MassHealth member.
- To submit a PT-1 for a member, a user must create a CWP account in which they have a username and password to access the portal.
- Once an account is created, the user must add PID/SLs to the account so that PT-1s can be submitted. The PID/SLs added are the PT-1 Submitting PID/SLs.
- To comply with security measures, PID/SLs added to a CWP account must go through a verification process via email. Follow the steps below to set-up a CWP account and add PID/SLs:

CWP Account Creation

- 1- Navigate to <https://masshealth.ehs.state.ma.us/CWP/Default>
- 2- Select 'Create New Account'



MassHealth Provider PT-1 Portal

*** March 31, 2022 7:00 PM EST - The Customer Web Portal (CWP) will be down for scheduled maintenance. The site will be back on March 31, 2022 11 PM EST. Customer Web Portal is for the submission of Provider Requests for Transportation (PT-1) and Forms and Publications ordering.




To schedule a COVID-19 vaccination ride for your member, in the Treater section enter the address information for the vaccination location. Respond to the questions regarding distance and public transportation by entering "COVID Vaccination" in the free text box. Create a New Request and select the treatment type 'Covid-19 Vaccination Ride' and enter the duration (2 months) and frequency (2 visits). If the member requires a caretaker companion to accompany them to their vaccination appointment, you should request an escort on the form. Complete the remaining questions and authorizations, and submit the request. Locality and public transit restrictions are waived for Vaccine appointments. For pending submissions, check the portal periodically for updates. A complete list of vaccine locations can be found in the FAQ section.

The Executive Office of Health and Human Services (EOHHS) has contracted with two transportation brokers to coordinate trips to and from MassHealth-covered health care appointments. Beginning July 1, 2021 MART (Montachusett Regional Transit Authority) will provide transportation to medical appointments for MassHealth members in Western Massachusetts and Northeastern Massachusetts, including the metro Boston area. GATRA (Greater Attleboro Taunton Regional Transit Authority) will provide transportation to medical appointments for MassHealth members in Southeastern Massachusetts, including Cape Cod and the Islands.

Username

Password

LOG IN

-  [Create New Account →](#)
-  [Forgot Password? →](#)
-  [Forgot Username →](#)

- 3- Once landed on the 'Create Account – User Information' page, fill out all the required fields and click 'Create Account':

Mass.gov Search Mass.gov SEARCH Q

LIVING WORKING LEARNING VISITING & EXPLORING YOUR GOVERNMENT

Create Account - User Information

Step 1:

All fields with Asterisk* are required.

First Name*

Last Name*

Email Address*

Email Confirmation*

Password*

Confirm Password*

Phone Number*

Employer Information

Address* Address2

City* State* Zip code*
 Massachusetts

CREATE ACCOUNT

- 4- Once clicked 'Create Account' the following screen will display:

Select Language State Organizations Log In to...

Mass.gov Search Mass.gov SEARCH Q

LIVING WORKING LEARNING VISITING & EXPLORING YOUR GOVERNMENT


Create Account

Step 3:

Almost there!
A verification email will be sent to you shortly. Click the link provided in the email to activate your account.
For assistance, please contact MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648)

- 5- Navigate to your email used to set up the account. You will need to click the 'Verify me' link in the email before logging in:

Masshealth Customer Web Portal (CWP) Account Verification

 MassHealth Transportation Authorization Unit <noreply@maximus.com>
To ● Hamilton, Georgia
Retention Policy Default Email Retention (1 year)

Reply

Expires 3/28/2023

Hello John Smith,

You recently requested to create an account on the MassHealth Customer Web Portal (CWP).

The username for the account is **JohnSmith1**

Please click on the below link to activate your account [Verify me](#)

Or Copy and Paste this link into a browser: <http://uvaammweb01mah.macsbos.maxinc.com/CWPWebsite/default.aspx?SertID=cf3f7863-7f84-4425-a7d1-f8bd68b124b2&Email=georgiahamilton@maximus.com>

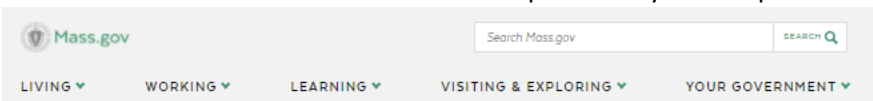
This is a system generated email. If you wish to contact us please e-mail us at Webportal@mahealth.net.

Thank you,

MassHealth Transportation Authorization Unit

CONFIDENTIALITY NOTICE: This e-mail, including attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender, and destroy all copies and the orig

- 6- Once step 5 is completed, you will be re-directed to the login page of CWP, where you can use the username received in the email and the password you set up in the Account Creation step:




MassHealth Provider PT-1 Portal

Customer Web Portal is for the submission of Provider Requests for Transportation (PT-1) and Forms and Publications ordering.

To schedule a COVID-19 vaccination ride for your member, in the Treater section enter the address information for the vaccination location. Respond to the questions regarding distance and public transportation by entering "COVID Vaccination" in the free text box. Create a New Request and select the treatment type 'Covid-19 Vaccination Ride' and enter the duration (2 months) and frequency (2 visits). If the member requires a caretaker companion to accompany them to their vaccination appointment, you should request an escort on the form. Complete the remaining questions and authorizations, and submit the request. Locality and public transit restrictions are waived for Vaccine appointments. For pending submissions, check the portal periodically for updates. A complete list of vaccine locations can be found in the FAQ section.

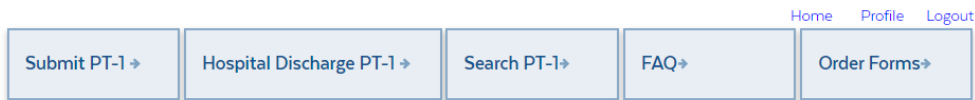
The Executive Office of Health and Human Services (EOHHS) has contracted with two transportation brokers to coordinate trips to and from MassHealth-covered health care appointments. Beginning July 1, 2021 MART (Montachusett Regional Transit Authority) will provide transportation to medical appointments for MassHealth members in Western Massachusetts and Northeastern Massachusetts, including the metro Boston area. GATRA (Greater Attleboro Taunton Regional Transit Authority) will provide transportation to medical appointments for MassHealth members in Southeastern Massachusetts, including Cape Cod and the Islands. Members can start scheduling medical trips on June 17, 2021 with either MART or GATRA based on the member's home address. Current PT-1s that are still active have been transferred to the new broker. When completing PT-1s after June 17th providers and members may notice a change in broker assignments from previous PT-1s.



- [Create New Account](#)
- [Forgot Password?](#)
- [Forgot Username](#)
- [Home](#)

version 1.0

- 7- Before you can submit a PT-1, you must first add PID/SLs to your CWP account. You will land on the following page for your first time logging in to CWP:



Add Providers

Before submitting a PT-1, Providers must be added to the account and verified by the submitting PID/SL. Technical assistance and questions can be sent to Webportal@mahealth.net

Complete the following:

1 - Enter the PID/SL for the desired submitter. PID/SLs are unique provider identifiers that are specific to MassHealth (example 110000000A). PIDL/SLs are assigned to all MassHealth providers, including individual practitioners and entities such as nursing facilities, hospitals and clinics. PID/SLs contain 9 numerical digits and one alpha character only.

2 - Enter the email address associated with the Submitter PID/SL and add provider.

3 - Once added, an email will be sent out from the MassHealth Transportation Authorization Unit to the Submitter PID/SL requesting final verification. The PID/SL must be verified in order to submit a PT-1 on CWP. Refer to the Provider List Status to monitor the status of PID/SL added to the account.

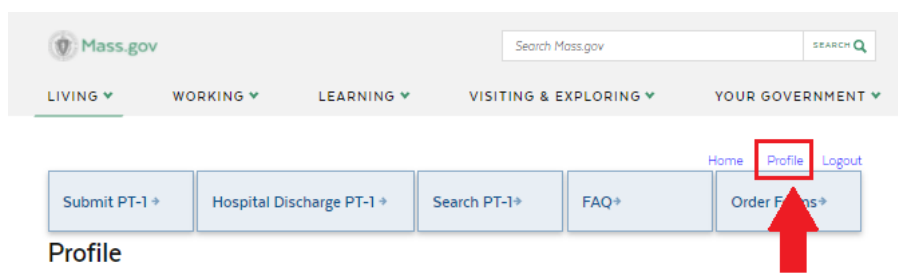
There are invalid PIDSL(s) attached to your account. Providers must verify the account to be able to submit PTs.

Submitting PID/SL (example 110000000A)	Submitting Provider Email Address	ADD PROVIDER
<input type="text"/>	<input type="text"/>	

There are no PIDSL(s) attached to your account. You must add one or more to the account to submit PTs.



- 8- Follow the steps outlined above to add PID/SLs to your account. These PID/SLs will be used as the submitting PT-1 PID/SL for the member.
- 9- Once you have added a PID/SL, you can begin to submit PT-1s for that PID/SL.
- 10- You can add/delete PID/SLs on your CWP account under the 'Profile' section of CWP:



Add Providers

Provider ID/Service Location (PIDSL)

Provider Email Address

ADD PROVIDER

Name	Provider Type	PID/SL	Email Address	PT-1 Expiration Emails	Provider List Status	
Parade Health	Community Health Center (CHC)	933207098	admin@parade.com	On	Verified	Delete
James G. Butler	Physician	933207098	admin@parade.com	On	Verified	Delete

RETURN

11 – If you are having trouble setting up a CWP account or adding PID/SLs please reach out to Webportal@mahealth.net