

Provider Alert

Alert #203

Date: November 1, 2023

CHANGES TO MBHP WEBSITE FOR PROVIDERS AND MEMBERS

The following information should be noted immediately by your chief executive officer, chief medical officer, chief operating officer, program director, quality management director, compliance officer, billing director, and staff.

Effective January 2, 2024, the MBHP website, www.masspartnership.com, will have a new look and feel as we launch an updated Member portal. All current Member content will be retained with streamlined navigation to make finding resources easier.

The new Member portal will have an updated provider section as well; however, all provider content will remain on the legacy MBHP website, and provider links will be redirected there. All current provider content will be retained. **As of January 2, 2024**, providers will also be able to access provider content directly by visiting <https://providers.masspartnership.com>.

Please note: Providers should continue to use the www.masspartnership.com URL to access provider information through January 1, 2024. As of January 2, providers will have two options for accessing provider materials and information:

- The provider section of the new Member portal at www.masspartnership.com
- The new provider URL at <https://providers.masspartnership.com>

Questions

If you have questions regarding this *Alert*, please contact our Community Relations Department at 800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then 3 then 1 to skip prompts), Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.