

MIHMS Upgrade

Maine Health Care Association

9/8/26



What you need to know

- [Consolidated information](#) (including all links below) about preparing for the project, under the first section “HealthPAS Online Portal”
- We have started deactivating HealthPAS Online Portal Admin (R7) user accounts with duplicate email addresses. **We cannot migrate user accounts that share email addresses to the new MaineCare Partner Portal.**
 - **Take action today** to make sure that each Admin R7 account has a unique email address and to make sure there are back up Admin (R7) users on the account.
 - See [updating Admin \(R7\) user accounts](#) for more information.
- Sign up for [training](#)!
 - Trading partner training is informed by feedback from internal user training
- [E-message](#) about “data freeze,” changes to October payment schedule, and accompanying [FAQ](#) (last updated **September 8**)
 - E-message includes claims submission deadlines for each payment cycle in October
 - FAQ topics include:
 - HealthPAS Online Portal, including submitting claims, submitting PAs, & checking member eligibility
 - Provider Enrollment Application (PEA)
 - Value-Based Purchasing Management System (VMS) Portal
 - Paper & fax document submissions
 - Provider Services & Member Services call centers
 - Value Added Network (VAN) Trading Partners
 - Prior authorizations for prescriptions (Optum) and behavioral health services (Acentra/Atrezzo)
 - Electronic Visit Verification (EVV)

Key dates

- **Tues 9/1:** HealthPAS Online Portal re-opens to normal 24/7 schedule (except some weekend maintenance)
- **Tues 9/8:** Trading partner training begins
- **Wed 9/30:** Last regular payment cycle before “data freeze”
- **Thurs 10/1:** Extra payment cycle
- **Fri 10/2:** Data freeze begins at 8 PM → HealthPAS Online Portal is in read-only mode
- **Wed 10/7: No payment cycle**
- **Sun 10/11:** HealthPAS Online Portal unavailable starting at 1 PM
- **Mon 10/12 (*State holiday*):** NEW MaineCare Partner Portal available at 8 AM; Provider Services call center available to support
- **Thurs 10/15:** First payment cycle after system go-live
- **Wed 10/21:** Regular payment cycle