

Provider Instructions for Accessing Provide Enterprise in the Virtual Gateway

Overview

The Virtual Gateway (VG) is an access point for many health and human services programs supported by the Commonwealth of Massachusetts. Provide Enterprise, DPH's HIV Drug Assistance Program (HDAP) client enrollment and eligibility determination system, is accessible to providers only through the VG only.

Onboarding steps

Your agency will need to submit two forms to the Virtual Gateway to gain access to Provide Enterprise. These forms require that agencies identify their internal staff with the following roles:

- **Authorized Representatives (AR):** Individuals who can legally sign forms on behalf of your organization.
- **Access Administrators (AA):** Individuals who will add and remove access for End Users. This person will be DPH's main contact regarding VG access to Provide Enterprise.
- **End Users:** Individuals who will be using the system to determine client eligibility and/or enroll clients in HDAP services (e.g. case managers, social workers, care coordinators, etc.)

Step 1: Complete a Virtual Gateway Existing Organization Update Form

- Find out what Virtual Gateway Identification (ID) number to use for your agency's medical practice or case management program. Some agencies have only one VG ID, and some have several, differentiated by medical practice, program, building location, or other factors. If you need help finding your VG ID, please email DPH-BIDLS-IDDAP@mass.gov. Enter the VG ID number onto the Existing Organization Update Form.
 - When you are looking for information about your VG ID, also try to find out which VG Authorized Representatives (ARs) and Access Administrators (AAs) are connected to the VG ID you will be using to connect to Provide Enterprise. If you need help finding this information, please email DPH-BIDLS-IDDAP@mass.gov.
- After you have the list of current ARs and AAs at your agency, decide if these individuals are the right people to help your program access Provide Enterprise or if you need to designate new or additional staff in these roles.
 - If you want to designate a new AR, you can do that by having that individual sign and submit this Existing Organization Update Form. This will automatically make them an Authorized Representative.
 - If you want to add AAs, you can also add them using this form.
- In the "Selected Virtual Gateway Application(s)/Service(s)" section, enter Provide Enterprise.
- The AR will then need to submit the form to the VG.
- It will take the VG several business days to process this form. When the AR receives a confirmation from the VG that they received this form, you can move to Step 2.

Step 2: Request End Users access to Provide Enterprise

- Complete and submit the Virtual Gateway [Provide Enterprise User Request Form](#) to add End Users, including the names of Access Administrators. To find the form, scroll down the list until you see “Provide Enterprise User Request Form” and click on that link.
- This form is completed by an AA and does not require an AR signature.
- The instructions for completing this form are in the second tab of the form.
- The AA will need to email the User Request Form to the Virtual Gateway email address on the upper right-hand corner of the form and to DPH-BIDLS-IDDAP@mass.gov.
- It may take the VG several business days to process this form. When the VG has processed the form, each End User on the form will  a welcome email with a link to Provide Enterprise. You will also receive a welcome email from Provide Enterprise. You only need to set up one account; clicking on the link in either of these welcome emails will bring you to Provide Enterprise.

Here is what you need to do if you want to make changes after initial onboarding:

Adding End Users: When your agency hires new case managers who will use Provide Enterprise, your agency’s Access Administrator must complete and submit the [Provide Enterprise User Request Form](#) and add the case manager as an End User. When you click on this link, scroll down until you see the Provide Enterprise User Request Form. The instructions for completing this form are on the second tab of the document. You do not need to re-submit information for End Users who are already authorized to use Provide Enterprise. You do not need to complete an Existing Organization Update Form to add an End User.

Removing End Users: When case managers using Provide Enterprise leave your program, your agency’s Access Administrator must complete and submit the [Provide Enterprise User Request Form](#) to remove the case manager as an End User. When you click on this link, scroll down until you see the Provide Enterprise User Request Form. The instructions for completing this form are on the second tab of the document. You do not need to complete an Existing Organization Update Form to remove an End User.

Adding Access Administrators: When your agency wants to designate a new Access Administrator, submit an [Existing Organization Update Form](#). In the Access Administrator section of the form, click on the “designate” button. You do not need to re-submit the names of current Access Administrators when you request a new one. If you want the new Access Administrator to be an End User, submit a [Provide Enterprise User Request Form](#).

Removing Access Administrators:

When your agency wants to remove an Access Administrator, submit an [Existing Organization Update Form](#). In the Access Administrator section of the form, click on the “remove” button.