



MassHealth LTSS POST Guide: Frequently Asked Questions (FAQ)

FAQ: EHS-Comprehensive Assessment System (e-CAS) Test Environment

How do I contact the MassHealth LTSS POST Help Desk?

Contact by email: e-CAShelp@maximus.com

Contact by phone: 833-895-9254

Business hours: Monday through Friday 8:00 a.m. to 5:00 p.m. ET

How do I log into the e-CAS Test Environment for the first time?

1. Go to: <https://hssmaeohhsstage.wellsky.com/interfacetest-humanservices/Pages/Harmony.aspx>
2. Enter your Username. This should be your first initial and last name (e.g., TSmith)
3. Enter the password: WellSky#1!
4. You will then be prompted to create a new password

If your username does not appear to be working or you have problems logging into the e-CAS Test Environment, contact the Help Desk: e-CAShelp@maximus.com.



How do I log into the e-CAS application for the first time?

Open Virtual Gateway and select the e-CAS tile. No additional login steps are needed.

I can access Virtual Gateway but don't see a tile for e-CAS. What are my next steps?

Your account must be assigned to the e-CAS application tile in the Virtual Gateway by an administrator. Contact your supervisor if you don't have access to the application. A User Request Form (URF) must be submitted on your behalf.

FAQ: Inquisiq Learning Management System (LMS)

How do I log into the Learning Management System (LMS) on the MassHealth LTSS POST Learning Hub for the first time?

1. Go to: <https://masshealth.inquisiqlms.com/>
2. Enter your email address for your username
3. Enter the password: Welcome26!
4. You will be prompted to create a new password

If you have problems logging into the LMS, contact the Help Desk: e-CAShelp@maximus.com.

I can't log into the Learning Hub LMS. What should I do?

1. Confirm you are using the correct username/email and password.
2. Reset your password using the **Forgot Password** link on the sign-in page.
3. Try logging in using a different browser - If you're using Chrome, try Edge, or vice versa.
4. If the issue continues, clear your browser cache and cookies, then try again.



Tip: To allow pop-ups, look for the blocked pop-up icon in the address bar and select **Always allow pop-ups for this site**, or update pop-up settings in your browser's **Site settings**.

I forgot my password. How do I reset it?

Select "Forgot password" on the sign-in page and follow the prompts. Check your email for the reset message (including your junk/spam folder). Create a new password and sign in again.

How do I start (play) a module?

On the course page, click the **green circle with the white play button** to start the module. If you see a **lock** icon next to a module, that module isn't open yet. When that occurs, you may need to complete earlier modules first. Once the module opens, you can use the player controls to pause/play and adjust volume.

The course page won't load (or it's spinning/blank). What should I do?

Refresh the page and try again. If it still won't load, close your browser completely and reopen it, or try a different browser (Chrome or Edge typically work best) and make sure pop-ups are allowed for the site.

Why is there a lock next to a module?

A lock means the module isn't available to you yet. This usually happens when the course requires you to complete earlier modules first. Finish any prior modules that show as not started/in progress, then return to the module.

I finished a module, but it still shows "In Progress" (or didn't mark complete). What should I do?

First, refresh the page. Then reopen the module and let it play for a few seconds, then exit again to allow the system to record your progress. Make sure you use the module's normal exit/close option if one is provided. If it still won't update, contact the Help Desk with the course name and module title: e-CAShelp@maximus.com.

The module freezes, crashes, or I get an error message. What should I do?

Close the module, refresh your browser, and try again. If it keeps happening, try an alternate browser or restart your device. If you see an error message, take a screenshot and send it to the Help Desk along with the course name and module title: e-CAShelp@maximus.com.



Can I take the course on my phone or tablet?

Although you can take the course on a phone, the small screen size can make the content harder to view. For the best experience, we recommend using a computer/laptop when possible.

If I need to stop a module in the middle, will it save my place?

Yes. If you exit partway through, the module will typically show as **In Progress**. When you click the play button again, it should pick up where you left off.

If the recording/video won't play, what should I do?

Try pressing play again and wait a few seconds. If it still won't start, refresh the page and try again. Confirm your device is not muted and your volume is turned up. If possible, try a different browser and/or a different device to see if the issue is device-specific.

The video is playing but I can't hear any audio. What should I do?

Check both the video player volume and your device volume (and make sure you're not muted). If you're using headphones, unplug and plug them back in. Try a different browser or device if the issue continues.

I don't see the course I'm supposed to take. Where can I find it?

Confirm you are signed into the correct account. Check the correct catalog. If you still don't see it, you may not be enrolled yet—contact e-CASHelp@maximus.com with your name, organization, and email address.

My course shows 'completed', but I need to review it again. How can I rewatch it?

Some courses allow review after completion, while others may close once completed. If you can't access it again, email the Help Desk at: e-CASHelp@maximus.com. When contacting the support team, be sure to include:

- Your name, the course title
- Your username/email
- The device/browser you're using
- Screenshot of any error message you may have received.



MassHealth LTSS Provider/Plan
Outreach, Support, and Training
(POST)
masshealth.inquisiqlms.com