

Insurance Resource Center for Autism & Behavioral Health

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MassHealth Renewals and Redeterminations Fact Sheet

Last Updated March 6, 2023

The Renewal and Redetermination process for MassHealth coverage is not new. It is something that happens annually for all MassHealth members, to confirm they are still eligible for their current health insurance. It has even continued for many MassHealth members during the Public Health Emergency.

What makes this Renewal and Redetermination different?

During COVID, MassHealth put protections in place to make sure people didn't lose coverage. Once the Public Health Emergency ends in April, these protections will end, and Federal laws require that MassHealth review all enrolled members' eligibility.

What can you do to prepare?

1. **Update your contact information.** Make sure MassHealth has your most up to date address, phone number, and email, so you do not miss important information and notices from MassHealth.
2. **Report any household changes.** These include a new job, address, changes to your income, disability status, or pregnancy. MassHealth wants to make sure they have the latest information for you and all members of your household.
3. **Create an MA Login Account.** An MA Login Account is the fastest way to renew your MassHealth and Health Connector coverage, update your information, and report changes to your household. Current members under the age of 65 can create an account by following the link provided on the back of your MassHealth notices or by visiting www.mass.gov/masshealthlogin.

4. **Read all mail from MassHealth.** MassHealth will mail you information about your health benefit that may require you to take action to keep your current coverage. Look out for a blue envelope in the mail and make note of the important deadlines.

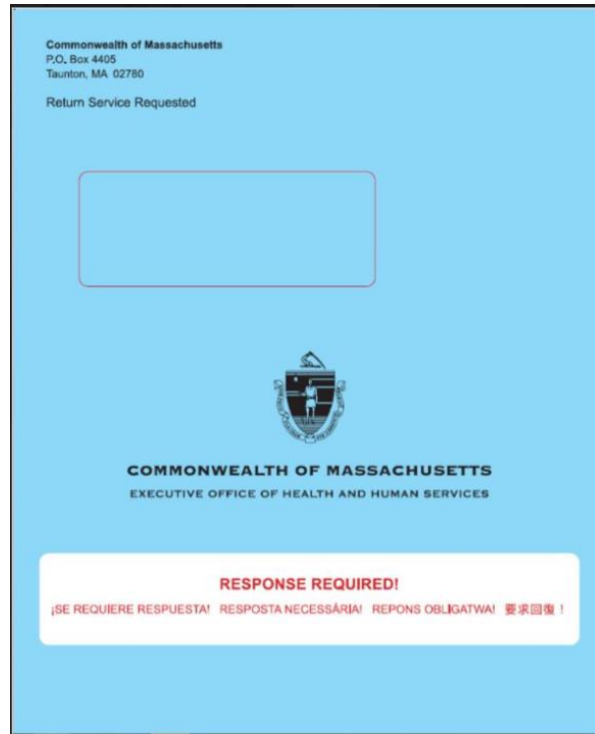
Notes for Parents and Caretakers of young adults aged 19 or older:

- You may want to submit an ***Authorized Representative Designation (ARD) Form*** with MassHealth so that you can make updates to their account on their behalf and receive copies of their notices.
- **ARD Form:** <https://www.mass.gov/doc/authorized-representative-designation-form-english-0/download>
 - Can be uploaded on HIX account (if applicable), Faxed or Mailed
- As stated on the ARD Form, if someone is appointed by law to act on the member's behalf, a copy of the applicable legal document (i.e., proof of guardianship) should be submitted along with the ARD Form.
- If MassHealth is being issued by SSI, you **will not have a HIX account** to access. Their MassHealth eligibility lives in a separate MassHealth system. Members do not have on-line access options to view accounts. Any forms will need to be submitted by mail or fax. However, it is anticipated that members who have MassHealth through SSI will be automatically renewed and will not have to submit updated information.

What should you be looking for in the mail?

MassHealth is going to try and automatically renew many members by matching what is on their account to what is found on other state and federal systems. This means that people who receive MassHealth through SSI, as well as some other members, will likely be automatically renewed. If the information matches, these families will not need to do a full renewal. These members may receive a regular sized white envelope. **Note:** for privacy reasons, the return address will never say MassHealth! It may say Document Processing Center or Electronic Data Management. **In short, please open every piece of mail.**

For those members that will be required to complete a renewal, you will receive a blue envelope which looks like this:



Note:

- It will be 8.5" X 11"
- It will have the Commonwealth of MA seal.
- A sticker with Response Required
- It means members need to ACT!

When can you expect something in the mail?

Notices will begin to go out in April but are going to be staggered over many months. You may not receive anything for up to a year. This means, you need to be on the lookout for any notification from MassHealth (blue or white) from April 2023 – March 2024.

How can you complete the renewal?

If you receive a blue envelope, you have **45 days to complete the renewal**, but do not delay. Make sure to complete the renewal as soon as possible by doing one of the following:

- Complete the pre-populated form that is provided in the envelope. You can then mail or fax the completed application back to MassHealth. (If you mail it, do remember to make a copy for your records.)
 - Mail: Health Insurance Processing Center PO Box 4405 Taunton, MA 02780
 - Fax your filled-out, signed application to (857) 323-8300
- If you are a member who is under 65 and you have a MA HIX login, you can go online and complete the renewal online.

- <https://www.mahix.org/individual/>
- You can call MassHealth and complete the renewal over the phone.
 - 1-800-841-2900
- Schedule a video or phone appointment with a MassHealth Representative online:
 - <https://masshealth.hylandcloud.com/203InnovationPortal/home>
- Find a local Certified Application Counselor or Navigator:
 - <https://my.mahealthconnector.org/enrollment-assisters>
 - You can call the Insurance Resource Center for Autism and Behavioral Health at 774-455-4056.

Will you need to provide any additional information?

Once you complete your renewal, it is possible that MassHealth will require you to submit additional information to verify something you entered on your renewal. For example, they may ask for proof of income, or residency.

(See: <https://www.mahealthconnector.org/verification-documents>)

If you complete your renewal online or with an Assister, you will know right away if MassHealth is requesting any additional information. Make sure to get this information submitted as soon as possible. They allow **90 days**, **but if income is outstanding**, your potential MassHealth benefits will not begin until your proof of income has been processed.

How can you submit proof?

The fastest way to submit your documentation is on your online account.

- For instructions: <https://www.mahealthconnector.org/help-center-answers/upload-documents-proof>
- For help accessing your online account call the Health Connector at 1-877-623-6765

You can also **fax** your proof:

- 857-323-8300

You can **mail** it:

- Health Connector Processing Center
P.O. Box 4404
Taunton, MA 02780
- Remember to save a copy of everything you send.

For further information, contact an information specialist at 774-455-4056 or e-mail us at AIRC@umassmed.edu.

The current version of this fact sheet and other important information can be found at our website, <http://massairc.org/>.

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