


Insurance Resource Center for Autism & Behavioral Health



Eunice Kennedy Shriver Center

Insurance Resource Center for Autism and Behavioral Health

 @IRCABH
 774-455-4056

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Cropped shot of a group of unrecognizable people holding hands

MassHealth Renewals and Redeterminations

The renewal and redetermination process for MassHealth coverage happens annually for all MassHealth members, to confirm they are still eligible for their current health insurance.

How to Make MassHealth Renewals Easier:

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. Changes should be reported within 10 days.
3. **Create a MA Login Account.** A 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/masshealth-ma-login-accounts
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.

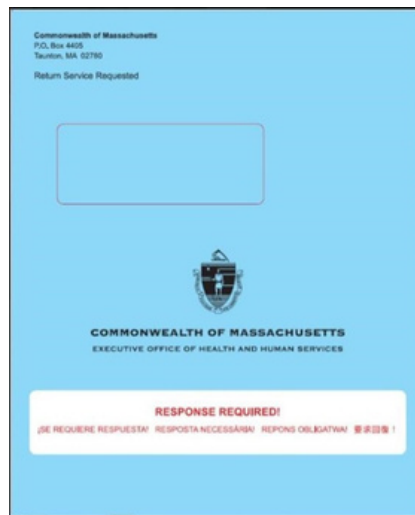


Asian disabled boys and autistic girl learning to color/paint in school

What should you be looking for in the mail?

MassHealth tries to 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 Supplemental Security Income (SSI), as well as some other members, are often automatically renewed and do 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.**

If you are required to complete a renewal, you will likely receive a blue envelope which looks like this:



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 Health Insurance Exchange (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.
 - 800-841-2900
- Schedule a video or phone appointment with a MassHealth Representative online:
 - <https://access.masshealth.mass.gov/appointmentscheduler>
- Find a local Certified Application Counselor or Navigator:
 - <https://my.mahealthconnector.org/enrollment-assisters>

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.mass.gov/info-details/masshealth-and-health-connector-acceptable-verifications-list>)

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>
- 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.

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-1/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.



Diverse group of children laying down looking up at the camera

For further information and assistance, please contact the IRC at 774-455-4056 or email airc@umassmed.edu.

This fact sheet and other important information is available at our website, www.massairc.org.

Scan the QR Code to view this fact sheet online



<https://bit.ly/4gaJNCe>

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UMass Chan Medical School

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