

MassHealth Renewals FAQ



Q. How can I get one-on-one help?

A. You can get one-on-one assistance through any of the ways listed below.

- ▶ MassHealth Enrollment Center listed below for in-person help (no appointment needed).
 - ▶ Chelsea: 45 Spruce Street
 - ▶ Taunton: 21 Spring Street, Suite 4
 - ▶ Tewksbury: 367 East Street
 - ▶ Springfield: 333 Bridge Street
- ▶ Enrollment Event: Attend one of the events listed on the enclosed flyer.
- ▶ Enrollment Assisters: You can get free in-person help from a Navigator or a Certified Application Counselor. These people have been trained and certified to answer your questions and to help you complete your application. For a full list of Navigators and Certified Application Counselors, go to www.MAhealthconnector.org/help-center.

Q. How do I access and update my renewal application online?

A. There are several ways.

- ▶ If you already have an account: Your username is included in your renewal letter. Go to www.MAhealthconnector.org, select Login and follow the instructions on the page. If you can't remember your password, use the Forgot Password link.
- ▶ If you do not have an account: Use the Invitation Code included in the renewal letter and enter the entire code into your web browser. Follow the prompts to set up an account and log in to access your application.
- ▶ If you aren't sure if you have an account: Do not set up a new online account or start a new online application. Call MassHealth Customer Service 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled) and they will assist you.

Q. I reviewed my renewal application and I have no changes to report, what do I do?

A. Even if all of the information on your renewal application is correct and you have no updates to make, you still need to submit the renewal application online, by calling MassHealth Customer Service or by signing and mailing all of the pages back, on or before the due date in your letter.

Q. I don't understand how to answer or how to complete sections in my renewal application. Where can I find more information?

A. Refer to the MassHealth member booklet on the MassHealth website (www.mass.gov/masshealth) for guidance. You can also refer to the Getting Started guide at www.MAhealthconnector.org.

Note: Information provided in your income section of your renewal application should be for the current tax year. This should be what you are earning now and will report when you file your taxes next year.

Q. Once I submit my renewal application, when will I know if I'm still covered?

A. Once we process your completed renewal application, we will send you another letter to let you know if you and your household still qualify for health coverage through MassHealth, Children's Medical Security Plan (CMSP), or the Health Safety Net (HSN). If you do not qualify for health coverage through MassHealth, CMSP, or the HSN, we will determine if you qualify for coverage through the Health Connector. If you qualify for a Health Connector plan, you will receive additional information on how to select and enroll in a health plan.