

PLEASE READ: IMPORTANT CHANGES TO YOUR DURABLE MEDICAL EQUIPMENT BENEFITS

Starting January 1, 2026, you will get your medical products and supplies, including durable medical equipment (DME), oxygen and respiratory services, and orthotic and prosthetic products, through MassHealth fee-for-service (FFS).

Other examples of common medical products include enterals (formula, nutritional supplements), absorbents (briefs/diapers, pull-ons, inserts), diabetic supplies, and personal emergency response systems (PERS). This notice explains how to get help if you need these products after January 1, 2026.

Will I be able to keep getting my medical products and supplies from my current DME provider?

- To confirm that your provider is enrolled with MassHealth, please contact the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711 or visit the website at masshealth.ehs.state.ma.us/ProviderDirectory/Home/Services.
 - **If your DME provider is enrolled with MassHealth**, you'll be able to continue getting products and supplies through your current provider.
 - **If your current DME provider isn't enrolled with MassHealth**, your doctor can help you find a new DME provider. You need to do this before January 1, 2026, to continue receiving services.

Do I need an approval from MassHealth to get certain DME, like oxygen, enterals, or absorbents?

- Yes. If you need enterals, oxygen supplies, diabetic products, or absorbents, you likely will need an approval called a prior authorization (PA) as of January 1, 2026.
- Where possible, MassHealth has transferred PAs for certain DME products from your SCO plan to your MassHealth FFS coverage.
 - **If you had a PA transferred to MassHealth**, that PA will expire on March 31, 2026. That means that for you to continue your coverage, your DME provider will need to submit a new PA request before March 24, 2026. You should receive an approval letter telling you that we received the PA.
 - **If you don't have a PA transferred to MassHealth**, there are a couple of steps for you to take. First, you can work with an enrolled MassHealth DME provider to submit a request for these services as soon as possible. Be sure to confirm by December 20, 2025, that a PA has been transferred. If you need enterals, but your PA hasn't been transferred, your pharmacy may be able to provide these products with a prescription from your doctor.
- To confirm whether a PA has been transferred to MassHealth, please call the **MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711**. You can always call them to check on a PA.

PLEASE READ THE IMPORTANT INFORMATION ON THE NEXT PAGE.

What should I do if I have a personal emergency response system (PERS)?

- **If your PERS provider is enrolled in MassHealth FFS,** your service shouldn't change.

This table includes the PERS providers that are enrolled in our network.

Provider Name	Phone numbers
ADT LLC	(877) 465-1787
Alert Sentry Group LLC	(877) 253-7899
Be Safer At Home, INC	(781) 205-4996
Compass Alert Systems, LLC	(413) 583-3340
Lifeline Systems Company	(800) 368-2925
Link to Life	(855) 745-2249
Medscope America LLC	(800) 645-2060
My Guardian Angel PRS, LLC	(413) 624-0200
New England Emergency Response System, INC	(800) 888-0338
QMedic	(877) 241-2244
Staar Alert	(800) 338-7114

- **If your PERS provider isn't listed in the table, that means that they're not enrolled in MassHealth FFS.**
 - You need to contact your Aging Service Access Point immediately, because you may have to return your device and transfer to a new provider to continue your services.
 - You can call (800) 243-4636 to find the phone number for your Aging Service Access Point, or you can check online at www.mass.gov/info-details/find-your-regional-aging-services-access-point-asap.

What should I do if I have questions or need help with this process?

- For any questions, please contact the **MassHealth Customer Service Center** Monday to Friday from 8:00 a.m. to 5:00 p.m., at (800) 841-2900, TDD/TTY: 711. You can also visit our website at www.mass.gov/info-details/2026-sco-eligibility-changes.
- For questions about a PA, please call your doctor or DME provider. Ask them to contact the MassHealth LTSS Provider Service Center at (844) 368-5184 or by email at support@masshealthltss.com.