



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## All Provider Bulletin 399

**DATE:** January 2025

**TO:** All Providers Participating in MassHealth

**FROM:** Mike Levine, Assistant Secretary for MassHealth

**RE:** New MassHealth Member Card

### Overview

In January 2025, MassHealth will begin issuing MassHealth member cards with a new design and updated language.

MassHealth is not automatically issuing new member cards to all members. Instead, MassHealth will use the updated design for any new cards created after January 1, 2025, according to normal processes (for example, when a new member joins MassHealth or a current member requests a replacement card).

### Instructions to Providers

Providers must accept all valid versions of the MassHealth member card. This includes both the previous version of the MassHealth member card, as well as the new design going into circulation in January 2025. Additionally, providers must accept valid digital member cards presented by members using the MyServices portal.

### Image of the New MassHealth Member Card

Please see below for images of the new MassHealth member card:



*Front of card*

**Members:** Bring this card and any other health insurance cards with you for all healthcare visits. Your doctor, pharmacist, or provider needs this card to check your benefits.

To get helpful information about your coverage, sign up for an online MyServices account at [MyServices.mass.gov](https://www.mass.gov/my-services).

**Providers:** Bill all other insurers first.

This card does not guarantee MassHealth coverage. Check the Eligibility Verification System (EVS) for up-to-date member eligibility.

**Questions?**

Call us at **(800) 841-2900**

**TDD/ TTY: 711**, 8 am to 5 pm.

Help is available in any language.

Our Disability Accommodation Ombudsman can help members with disabilities get the accommodations they need.

Call us at **(617) 847-3468**, **TDD/TTY: 711 or (617) 847-3788**, 9 am to 4:30 pm.

*Back of card*

## MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions?

If you have questions about the information in this bulletin, please contact:

### Long-Term Services and Supports

Phone: (844) 368-5184 (toll free)

Email: [support@masshealthtss.com](mailto:support@masshealthtss.com)

Portal: [MassHealthLTSS.com](https://www.masshealthtss.com)

Mail: MassHealth LTSS  
PO Box 159108  
Boston, MA 02215

Fax: (888) 832-3006

### All Other Provider Types

Phone: (800) 841-2900, TDD/TTY: 711

Email: [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)



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