

Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



Appeal Decision:	Denied	Appeal Number:	2502893
Decision Date:	05/16/2025	Hearing Date:	03/17/2025
Hearing Officer:	Thomas Doyle	Record Open to:	03/31/2025

Appearance for Appellant:



Appearance for MassHealth:
Ana Duverge, Springfield MEC



*The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Board of Hearings
100 Hancock Street, Quincy, Massachusetts 02171*

APPEAL DECISION

Appeal Decision:	Denied	Issue:	Eligibility; Under 65; Verifications
Decision Date:	05/16/2025	Hearing Date:	03/17/2025
MassHealth's Rep.:	Ana Duverge	Appellant's Rep.:	██████
Hearing Location:	Remote (phone)	Aid Pending:	No

Authority

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder.

Jurisdiction

Through a notice dated January 24, 2025, MassHealth notified appellant that he does not qualify for MassHealth benefits because MassHealth sent him a letter requesting additional information and he did not respond within the time allowed. (Ex. 1). Appellant appealed in a timely manner on February 9, 2025. (Ex. 2). Denial of assistance is valid grounds for appeal (130 CMR 610.032).

Action Taken by MassHealth

MassHealth terminated appellant's MassHealth benefits because he did not submit the information it needed to decide his eligibility within the required time frame.

Issue

The issue is whether MassHealth was correct in terminating appellant's MassHealth benefits.

Summary of Evidence

The MassHealth worker (worker) and appellant appeared at hearing via phone and were sworn. The worker stated MassHealth sent appellant, who is in his [REDACTED], a job update form on December 20, 2024 which needed to be completed and returned by appellant by January 19, 2025. The worker stated appellant failed to return the job update form and appellant's MassHealth was terminated. She stated appellant could reinstate his MassHealth if he completes the job update form. She stated he could call customer service and complete it over the phone or the worker stated she would mail appellant a job update form for him to complete and return. (Testimony; Ex. 4).

Appellant requested the worker send him a job update form via mail. The worker stated she would send the form the day of the hearing. She instructed appellant to send the completed form to the MassHealth processing center.

At the close of the hearing, I left the record open until March 31, 2025 for appellant to provide a completed job update form. (Ex. 5).

On April 1, 2025, I emailed the worker to ask if she had received a completed job update form from appellant. She replied the next day appellant had not completed the form. (Ex. 6).

Findings of Fact

Based on a preponderance of the evidence, I find the following:

1. MassHealth sent appellant, who is in his [REDACTED], a job update form on December 20, 2024 which needed to be completed and returned by appellant by January 19, 2025. (Testimony; Ex. 4).
2. Appellant failed to return the job update form and appellant's MassHealth was terminated via notice dated January 24, 2025. (Testimony; Ex. 1).
3. The worker stated she would send the job update form to appellant on the day of the hearing. (Testimony).
4. At the hearing, the record was held open for appellant to submit the completed job update form by March 31, 2025. (Ex. 5).
5. Despite an opportunity post hearing to submit a completed job update form, MassHealth did not receive a completed job update form from appellant. (Ex. 6).

Analysis and Conclusions of Law

The appellant has the burden "to demonstrate the invalidity of the administrative determination." Andrews v. Division of Medical Assistance, 68 Mass. App. Ct. 228 (2007). Moreover, "[p]roof by a preponderance of the evidence is the standard generally applicable to administrative proceedings." Craven v. State Ethics Comm'n, 390 Mass. 191, 200 (1983).

130 CMR 515.008: Responsibilities of Applicants and Members

(A) Responsibility to Cooperate. The applicant or member must cooperate with the MassHealth agency in providing information necessary to establish and maintain eligibility and must comply with all the rules and regulations of MassHealth, including recovery and obtaining or maintaining other health insurance.

In this case, despite being given additional time following the appeal hearing to submit a completed job update form, appellant did not submit a completed job update form to MassHealth or me in a timely manner. Further, the appellant did not request additional time to submit the missing documentation. Therefore, I find the action taken by MassHealth is within the regulations. (130 CMR 515.008). Accordingly, this appeal is denied.

Order for MassHealth

None.

Notification of Your Right to Appeal to Court

If you disagree with this decision, you have the right to appeal to Court in accordance with Chapter 30A of the Massachusetts General Laws. To appeal, you must file a complaint with the Superior Court for the county where you reside, or Suffolk County Superior Court, within 30 days of your receipt of this decision.

Thomas Doyle
Hearing Officer
Board of Hearings

MassHealth Representative: Dori Mathieu, Springfield MassHealth Enrollment Center, 88 Industry Avenue, Springfield, MA 01104, 413-785-4186.