

**Office of Medicaid
BOARD OF HEARINGS**

Appellant Name and Address:



Appeal Decision:	Approved	Appeal Number:	2510083
Decision Date:	09/26/2025	Hearing Date:	08/11/2025
Hearing Officer:	Kimberly Scanlon		

Appearance for Appellant:
Pro se

Appearance for MassHealth:
Michael Rossi, Quincy 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:	Approved	Issue:	Eligibility; Under 65; Coverage Start Date
Decision Date:	09/26/2025	Hearing Date:	08/11/2025
MassHealth's Rep.:	Michael Rossi	Appellant's Rep.:	Pro se
Hearing Location:	Quincy Harbor South 7 (Remote)	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 June 11, 2025, MassHealth notified the appellant that her benefits were terminating on June 25, 2025 due to a failure to return additional information that was requested within the time allowed. (Exhibit 1, pp. 1-3). The appellant filed a timely appeal on or about July 8, 2025. (Exhibit 2). Through a separate notice dated July 17, 2025, MassHealth notified the appellant that she is eligible for MassHealth CarePlus benefits starting on July 7, 2025. (Exhibit 1, pp. 4-7). The two issues were consolidated, and one fair hearing was held on August 11, 2025. (Exhibit 6). A dispute over the scope of assistance is a valid ground for appeal. (130 CMR 610.032).

Action Taken by MassHealth

MassHealth terminated the appellant's benefits on June 25, 2025 and subsequently notified her that she was eligible for MassHealth CarePlus benefits starting on July 17, 2025.

Issue

The appeal issue is whether MassHealth was correct in determining a July 7, 2025 coverage start date for the appellant's MassHealth coverage.

Summary of Evidence

The MassHealth representative appeared at the hearing by telephone and testified as follows: The appellant is under the age of 65 and resides in a household of 3. On May 7, 2025, MassHealth sent the appellant a request for additional information, asking her to return a completed job update form, verifying her employment and income. This requested information was due to MassHealth by June 6, 2025. The appellant did not timely submit the requested information. On June 11, 2025, MassHealth notified the appellant that her coverage would terminate on June 25, 2025. (Exhibit 1, pp. 1-3). MassHealth sent the notices to the appellant's address on file.

On or about July 17, 2025, MassHealth received the appellant's job update form and verified her income and employment. On July 17, 2025, MassHealth notified the appellant that she is eligible for MassHealth CarePlus benefits starting on July 7, 2025. (Exhibit 1, pp. 4-7). The MassHealth representative explained that MassHealth used the July 17th date to arrive at the coverage start date of July 7th, which is ten days prior to the date that MassHealth received the job update form, verifying her income and employment. The appellant has a lapse in coverage from June 25 through July 6, 2025.

The appellant appeared at the hearing telephonically. She did not dispute the June 11th termination notice. She explained she did not receive the May 7th information request. She further explained that one of her family members may have mistakenly discarded it. She testified that she disputes the July 17th notice, specifically the July 7th coverage start date. She asked if MassHealth would consider changing her start date to June 25th to close the gap in her coverage. She stated that her employment and income have remained consistent; she was under the impression that she was required to notify MassHealth only if there was a change in her employment and/or income.

In response, the MassHealth representative stated that coverage can only be backdated 10 days prior to receiving the requested information, here, the job update form. He explained that all MassHealth members must return all requested information in a timely manner, or coverage may be terminated.

Findings of Fact

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

1. The appellant is under the age of 65 and she resides in a household of 3.
2. On May 7, 2025, MassHealth requested that the appellant complete a job update form, verifying her income and employment, by June 6, 2025. MassHealth did not receive the job update form in a timely manner.
3. On June 11, 2025, MassHealth notified the appellant that her benefits would terminate on June 25, 2025 for failure to provide the requested information within the time allowed.
4. On or about July 17, 2025, MassHealth received the appellant's job update form and verified her income and employment.
5. On July 17, 2025, MassHealth notified the appellant that she was eligible for CarePlus benefits starting on July 7, 2025.
6. The appellant filed a timely appeal on or about July 8, 2025.

Analysis and Conclusions of Law

It is undisputed that the appellant meets all the eligibility requirements for MassHealth CarePlus coverage; at issue is the start date of her coverage. The appellant argues that her coverage should go back to June 25, 2025; MassHealth takes the position that the appellant's coverage should begin ten days prior to the July 17th date that her job update form, verifying her employment and income information was received, which is July 7, 2025.

The appellant's opportunity to contest the June 25, 2025 termination of her benefits is tied to a timely appeal of the June 11, 2025 termination notice. Pursuant to 130 CMR 610.015(B)(1), the appellant's July 8, 2025 request for a hearing is a timely appeal of MassHealth's June 11, 2025 action. Thus, this MassHealth action is jurisdictionally appropriate for review (130 CMR 610.015(B)(1)). MassHealth conducts periodic eligibility reviews and requests verification of eligibility; failure to respond to this request can result in a termination of benefits (130 CMR 502.007(C)(3)). There is no dispute that verification of eligibility (job update form) has now been submitted to MassHealth. Per 130 CMR 610.071(A)(2), the effective date of any adjustments to the appellant's eligibility status is the date on which all eligibility conditions were met, regardless of when the supporting evidence was submitted. There is no dispute that the appellant has met the eligibility requirements for MassHealth CarePlus coverage since the date her coverage terminated

in June. Therefore, the appellant has demonstrated that her MassHealth CarePlus coverage should be reinstated back to the date of termination (June 25, 2025).

The appeal is approved.

Order for MassHealth

Rescind notice dated July 17, 2025 and adjust the appellant's MassHealth CarePlus coverage start date to June 25, 2025.

Implementation of this Decision

If this decision is not implemented within 30 days after the date of this decision, you should contact your MassHealth Enrollment Center. If you experience problems with the implementation of this decision, you should report this in writing to the Director of the Board of Hearings, at the address on the first page of this decision.

Kimberly Scanlon
Hearing Officer
Board of Hearings

MassHealth Representative: Quincy MEC, Attn: Appeals Coordinator, 100 Hancock Street, 6th Floor, Quincy, MA 02171