

**Office of Medicaid
BOARD OF HEARINGS**

Appellant Name and Address:



Appeal Decision:	Denied	Appeal Number:	2512770
Decision Date:	12/1/2025	Hearing Date:	10/01/2025
Hearing Officer:	Alexandra Shube	Record Open to:	10/15/2025

Appearances for Appellant:

Via telephone:



Appearance for MassHealth:

Via telephone:

Danielle Syrek, 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:	Over 65; Eligibility
Decision Date:	12/1/2025	Hearing Date:	10/01/2025
MassHealth's Rep.:	Danielle Syrek	Appellant's Rep.:	Pro se; HCP
Hearing Location:	Springfield MassHealth Enrollment Center, Remote	Aid Pending:	Yes

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 August 17, 2025, MassHealth informed the appellant that he was not eligible for MassHealth benefits and his coverage would terminate on August 31, 2025 because he is over [REDACTED] years old and must complete a new application for people over 65 (Exhibit 1). The appellant filed this appeal in a timely manner on August 28, 2025 (see 130 CMR 610.015(B) and Exhibit 2). Denial of assistance is valid grounds for appeal (see 130 CMR 610.032).

Action Taken by MassHealth

MassHealth informed the appellant that he did not qualify for MassHealth benefits for failure to submit an over-[REDACTED] Senior Application and his coverage would terminate on August 31, 2025.

Issue

The appeal issue is whether MassHealth was correct in determining that the appellant did not submit an over-[REDACTED] Senior Application.

Summary of Evidence

MassHealth was represented at hearing via telephone by a representative from the under-█ unit in the Springfield MassHealth Enrollment Center. The appellant and his health care proxy (HCP) also appeared at hearing via telephone. The MassHealth representative testified as follows: the appellant turned █ years old in August and is required to submit an over-█ Senior Application (hereinafter, the over-█ application or Senior Application). He did not submit the application and, on August 17, 2025, MassHealth informed him that he was not eligible for MassHealth benefits and his coverage would terminate on August 31, 2025 for failing to submit the Senior Application. The MassHealth representative called the appellant on September 9, 2025 to explain that the Senior Application still needed to be completed, but the appellant was hospitalized. The MassHealth representative mailed the appellant a copy of the Senior Application.

The appellant and his representative explained that he has chronic health conditions and was hospitalized last month. They have uploaded some documentation of his health condition to the portal but did not submit the over-█ application, although acknowledged that they received it. His HCP was unsure if the appellant was going to apply for community or long-term care benefits, so she never submitted the application because she didn't know what to select.

The MassHealth representative explained that the appellant has a verified disability on file and his MassHealth CommonHealth benefits are protected by aid pending during the appeal process; however, he needs to submit a Senior Application for MassHealth to redetermine his eligibility. After hearing, she would email a link to the appellant's HCP to set up an appointment with a MassHealth representative who can help with the application process. She also suggested that the appellant's HCP fill out the Authorized Representative Designation (ARD) form so she can easily help with his MassHealth case.

The record was held open until October 15, 2025 to allow the appellant time to submit the Senior Application while his benefits were still protected by aid pending. Prior to issuing this decision, this hearing officer emailed parties on November 6, 2025 to check if the Senior Application had been submitted. The MassHealth representative responded that a Senior Application was received and processed on October 17, 2025; however, there was not a new determination because MassHealth was still waiting on a supplement to complete the application.

Findings of Fact

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

1. The appellant is over the age of █ (Testimony and Exhibit 4).

2. On August 17, 2025, MassHealth informed the appellant that he was not eligible for MassHealth benefits and his coverage would terminate on August 31, 2025 because he did not submit the over-█ Senior Application (Testimony and Exhibit 1).
3. On August 28, 2025, the appellant timely appealed the denial notice (Exhibit 2).
4. At the time of the notice and hearing, the appellant had not submitted the Senior Application. The appellant did not dispute this. (Testimony).
5. The appellant has a verified disability and his MassHealth CommonHealth benefits were protected by aid pending during the appeal process (Testimony).
6. The record was held open until October 15, 2025 to allow the appellant additional time to submit the Senior Application while his benefits were protected (Testimony and Exhibit 5).
7. As of November 6, 2025, the appellant had submitted the Senior Application but not all the required supplements (Testimony and Exhibit 5).

Analysis and Conclusions of Law

MassHealth offers a variety of benefits based upon an individual's circumstances and finances. To qualify for MassHealth, an individual must fit into a category of eligibility and fall below a certain financial threshold. One of the major dividing lines for categorical eligibility is the age of █. Individuals aged █ and older have eligibility for MassHealth benefits determined using the regulations at 130 CMR 515.000-520.000, and those under █ are typically determined by the regulations at 130 CMR 501.000-508.000.

The first step to getting a determination for eligibility is completing the relevant application. A Senior Application must be submitted in order to qualify for the benefits described in the regulations at 130 CMR 515.00-520.000. Pursuant to 130 CMR 516.001(A)(1)(a), to apply for MassHealth when over █:

- (a) for an individual living in the community, an individual or his or her authorized representative must file a complete paper Senior Application and all required Supplements or apply in person at a MassHealth Enrollment Center (MEC); or
- (b) for an individual in need of long-term-care services in a nursing facility, a person or his or her authorized representative must file a complete paper Senior Application and Supplements or apply in person at a MassHealth Enrollment Center (MEC).

At hearing, the appellant agreed that he was over █ and had not submitted a Senior Application, pursuant to 130 CMR 516.001(A)(1)(a). Whether he is applying for community or long-term care benefits, he must submit a completed Senior Application and all required supplements. The

appellant was given a record open period to submit a completed application while his benefits were protected by aid pending; however, at the close of the record open period, the application was incomplete due to missing supplements.

Therefore, MassHealth correctly determined that the appellant, who is over [REDACTED] years old, was not eligible for benefits because he did not submit the Senior Application. As such, this appeal is DENIED.

Order for MassHealth

None, other than to remove aid pending protection.

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.

Alexandra Shube
Hearing Officer
Board of Hearings

cc: [REDACTED] 360

MassHealth Representative: Dori Mathieu, Springfield MassHealth Enrollment Center, 243 Cottage Street, Springfield, MA 01104