

**Office of Medicaid
BOARD OF HEARINGS**

Appellant Name and Address:



Appeal Decision:	Approved	Appeal Number:	2514848
Decision Date:	01/23/2026	Hearing Date:	11/05/2025
Hearing Officer:	Marc Tonaszuck	Record Open to:	11/19/2025

Appearance for Appellant:
Pro se

Appearance for MassHealth:
Dominique Correa

Interpreter:



*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:	Community Eligibility – Under 65 - Income
Decision Date:	01/23/2026	Hearing Date:	11/05/2025
MassHealth’s Rep.:	Dominique Correa	Appellant’s Rep.:	██████████
Hearing Location:	Springfield MassHealth Enrollment Center	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 10/08/2025, MassHealth informed the appellant, a community resident who is under 65 years of age, that she was not eligible for MassHealth benefits because her household’s income exceeds the program limit (see 130 CMR 505.002 - .009, 506.001 – 004 and Exhibit 1). The appellant filed this appeal in a timely manner on 10/10/2025 (see 130 CMR 610.015(B) and Exhibit 2). Individual MassHealth agency determinations regarding scope and amount of assistance (including, but not limited to, level-of-care determinations) are valid grounds for appeal (see 130 CMR 610.032).

A fair hearing took place on 11/05/2025, at which time the hearing officer asked the MassHealth representative to confirm that the appellant is eligible for a period of Transitional Medical Assistance (TMA) until 01/31/2026 (Exhibit 4). The due date for MassHealth’s submission was set at 11/12/2025, and 11/19/2025 for the appellant’s response. Neither party made a submission during the record open period.

Action Taken by MassHealth

MassHealth determined that the appellant is not eligible for MassHealth benefits.

Issue

Did MassHealth correctly deny the appellant's application for MassHealth benefits?

Summary of Evidence

The MassHealth representative testified telephonically that the appellant is under 65 years of age and lives in the community. She is counted as a member of a household of three people. On 06/06/2025, the appellant called MassHealth to update her income. The appellant's countable income was calculated to be at 183% of the federal poverty level. The appellant's income exceeds the limit for MassHealth benefits. As a result, on 10/08/2025, the appellant was determined to be eligible for Health Safety Net and she was referred to the Health Connector.

The MassHealth representative testified that in January 2025, the appellant was notified by MassHealth that she would be eligible for a year of MassHealth, despite the increased income, on a program called Transitional Medical Assistance (TMA). The notice informed the appellant that her TMA period started on 01/01/2025 and will end on 01/31/2026. The representative testified that there was a "systems issue," that should have held the denial notice. The appellant remains eligible for TMA; however, the MassHealth representative was unable to correct the computer system. She testified that she had a message sent to the MassHealth IT department to correct the appellant's case. As of the date of the hearing, the MassHealth representative had not received a response from the MassHealth IT Department.

The hearing officer asked the MassHealth representative how long she expected it to take to receive a response from the IT department. The MassHealth representative testified that she did not know.

The appellant appeared at the fair hearing and testified telephonically with the assistance of a Portuguese interpreter. She did not dispute the MassHealth testimony.

The hearing officer asked the MassHealth representative to inform him and the appellant of the IT department response and whether the TMA period could be reinstated with a retroactive effective date to 01/01/2025. The MassHealth representative agreed. The record remained open until 11/12/2025 for the MassHealth submission and until 11/19/2025 for the appellant's response (Exhibit 4). Neither party made a submission during the record open period.

Findings of Fact

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

1. The appellant, a community resident, is under 65 years of age and is part of a household of three people.
2. On 06/06/2025, the appellant called MassHealth to update her income. The appellant's countable income was calculated to be at 183% of the federal poverty level.
3. MassHealth determined that the appellant's income exceeds the limit for MassHealth benefits. As a result, on 10/08/2025, her MassHealth benefits were denied, and the appellant was determined to be eligible for Health Safety Net and she was referred to the Health Connector.
4. The MassHealth representative testified that in January 2025, the appellant was notified by MassHealth that she would be eligible for a year of MassHealth, despite the increased income, on a program called Transitional Medical Assistance (TMA). The notice informed the appellant that her TMA period started on 01/01/2025 and will end on 01/31/2026.
5. The representative testified that there was a "systems issue," that should have held the denial notice. The appellant remains eligible for TMA; however, the MassHealth representative was unable to correct the computer system. She testified that she had a message sent to the MassHealth IT department to correct the appellant's case. As of the date of the hearing, the MassHealth representative had not received a response from the MassHealth IT Department.
6. The hearing officer asked the MassHealth representative to inform him and the appellant of the IT department response and whether the TMA period could be reinstated with a retroactive effective date to 01/01/2025. The MassHealth representative agreed. The record remained open until 11/12/2025 for the MassHealth submission and until 11/19/2025 for the appellant's response (Exhibit 4).
7. Neither party made a submission during the record open period.

Analysis and Conclusions of Law

There is little in dispute in the appeal. At issue is whether the appellant should be approved for MassHealth on a TMA basis, as acknowledged by the MassHealth representative. MassHealth confirmed the TMA eligibility but informed the hearing officer and the appellant that a "systems error" overrode the TMA period to deny the appellant benefits. All agreed that the appellant is eligible for TMA for the period of time between 01/01/2025 to 01/31/2026.

MassHealth informed the hearing officer that she was waiting for a response from the MassHealth IT department to correct the appellant's case and reinstate the TMA period. Despite agreeing to inform the appellant and the hearing officer of the results of the IT department action, MassHealth failed to do so.

Regardless of the uncorrectable systems problem, MassHealth provided sworn testimony during the fair hearing that the appellant is eligible for TMA. Based on MassHealth's adjustment at the fair hearing,¹ this appeal is approved.

Order for MassHealth

Approve the appellant for a TMA period of MassHealth benefits from 01/01/2025 to 01/31/2026.

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, Division of Medical Assistance, at the address on the first page of this decision.

Marc Tonaszuck
Hearing Officer
Board of Hearings

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

¹ See 130 CMR 610.051.