



**Eligibility Operations Memo 23-21**  
**August 2023**

TO: MassHealth Eligibility Operations Staff

FROM: Heather Rossi, Director of Eligibility Policy

RE: **Updated Application for Health and Dental Coverage and Help Paying Costs (ACA-3)**

**Background**

MassHealth has updated the Application for Health and Dental Coverage and Help Paying Costs (ACA-3). The application, most recently revised in August 2023, is for the following populations in Massachusetts:

- People younger than 65 who do not need long-term-care services (either in a nursing facility or in the community),
- Parents of children younger than 19, and
- Adult relatives living with or taking care of children younger than 19 (regardless of the age of the parent or adult relative) when neither parent is living in the home.

People in the following categories will need to fill out the Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (SACA-2):

- Those 65 or older, including those who are applying with a spouse who is under 65, and
- People of any age who need long-term-care services (either in a nursing facility or in the community).

**Summary of Changes**

The following changes have been made in the August 2023 version of the ACA-3:

- Updated instruction page language to provide information about how to apply for long-term services and supports
- Added health equity questions for each person
- Step 4: Added language to previous medical bill to align with the online application
- Updated the race and ethnicity options
- Updated the Department of Transitional Assistance Rights and Responsibilities language for the SNAP program

## **Supplies and Use of Revised Forms**

The March 2023 version of the ACA-3 will be accepted through 2024.

The August 2023 version of the ACA-3 is currently available.

## **How to Apply**

Applicants can use any of the following options.

Individuals are encouraged to apply online at [www.MAhealthconnector.org](http://www.MAhealthconnector.org). Applying online may be the fastest way to get coverage.

Mail the filled-out, signed application to

Health Insurance Processing Center  
PO Box 4405  
Taunton, MA 02780

Fax the filled-out, signed application to (857) 323-8300.

To apply by phone, applicants can call the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711. They can also call the Health Connector at (800) MA ENROLL ((800) 623-6765).

Go to [www.mass.gov/masshealth/appointment](http://www.mass.gov/masshealth/appointment) to make a reservation for a phone or video appointment.

The MassHealth Enrollment Centers (MECs) are open, and we encourage applicants or members to schedule an appointment. For questions, call (800) 841-2900, TDD/TTY: 711.

## **Location of Printable Application on the MassHealth Website**

The updated Application for Health and Dental Coverage and Help Paying Costs (ACA-3) can be downloaded from the MassHealth website.

Go to [www.mass.gov/lists/masshealth-member-applications](http://www.mass.gov/lists/masshealth-member-applications).

## **Questions**

If you have any questions about this memo, please have your MEC designee contact the Policy Hotline.