



Eligibility Operations Memo 13-04
April 15, 2013

TO: MassHealth Eligibility Operations Staff

FROM: Amy Andrade, Director, Member and Provider Services

RE: **Centralization of Receipt of Senior Medical Benefit Request Forms for Individuals Residing in or Entering a Long-Term-Care Facility**

Introduction

Effective February 19, 2013, all Senior Medical Benefit Request (SMBR) applications for individuals residing in or entering a long-term-care facility must be mailed to the Central Processing Unit (CPU).

This centralization allows MassHealth to continue to provide consistent processing in a timely manner.

Central Processing Unit Address

The mailing address of the Central Processing Unit in Charlestown is

MassHealth Enrollment Center
Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129-0214

If a family member or other responsible person would like to hand-deliver the SMBR to the CPU, the office hours are Monday through Friday, 8:45 A.M. to 5:00 P.M. The street address is

MassHealth Enrollment Center
Central Processing Unit
Schrafft's Center
529 Main Street, Suite 1M
Charlestown, MA 02129

If a family member or other responsible person would like to fax in the SMBR, the fax number is 617-241-6005. If the faxed application is received during regular business hours, it will be date-stamped with that day's date. If the faxed application is received outside of business hours, it will be date-stamped as of the next business day.

(continued on next page)

**SMBR Assignment
Protocols**

Incoming SMBRs will be assigned to one of the four MassHealth Enrollment Centers (MECs) (Chelsea, Springfield, Taunton, or Tewksbury). MassHealth no longer maintains geographic boundaries for SMBR processing.

The SMBR will be assigned to a specific intake worker who will be responsible for that SMBR until a disposition on the case is determined. The worker will send a verification checklist that includes the worker's name, telephone number, and the MEC address to which the applicant, family member, or eligibility representative must return the verifications.

An SMBR submitted directly to a MEC will be sent to the CPU to be assigned according to the protocols. The SMBR will not remain in the receiving MEC for processing.

If received in a MEC, an SMBR will be date-stamped by the MEC to ensure that the application date reflects the actual date that the application was received by MassHealth before forwarding to the CPU.

**Other Applications
and Verifications**

The centralization of SMBRs for individuals residing in or entering a long-term-care facility is the last phase of MassHealth's initiative to centralize all applications. SMBRs for community-based residents have been mailed to the CPU for some time.

MassHealth eligibility review forms and verifications for ongoing MassHealth members should continue to be sent to

MassHealth Enrollment Center
P.O. Box 1231
Taunton, MA 02780

Medical Benefit Request (MBR) applications should continue to be sent to the CPU at the mailing address on the first page of this memo.

Questions

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