



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Eligibility Operations Memo 19-14
October 15, 2019

TO: MassHealth Eligibility Operations Staff

FROM: Heather Rossi, Deputy Policy Director for Eligibility

RE: **Administrative Annual Renewals for Members in Long-term Care**

Summary

MassHealth is required by state and federal laws to perform an annual eligibility renewal for every member. For the purpose of streamlining the renewal process, MassHealth uses data matching to perform administrative renewals for certain eligible members. This Eligibility Operations Memo is an update to EOM 10-06 and does not change the current process or impact other MassHealth renewals.

Administrative Annual Renewals for Certain Long-term-care Members

Certain Long-term-care (LTC) members in nursing facilities are eligible for the administrative renewal process if they meet specific criteria. LTC members who meet the following conditions are selected for an administrative renewal:

- single with no dependents;
- assets are less than \$2,000;
- social security is the only source of income; and
- Medicare is the only form of insurance.

Administrative Renewal Process

LTC members are selected for the administrative annual renewal process in MA21. The member, and any Authorized Representatives, will receive a notice from MassHealth stating that the case was renewed electronically, they remain eligible for benefits, and that no action is required unless they have changes to report. The notice goes on to describe what types of changes should be reported and how to report them.

Reporting Changes

MassHealth members who have changes to report can notify MassHealth by contacting MassHealth Customer Service at (800) 841-2900, TTY (800) 497-4648, fax at (857) 323-8300, or at the following address:

Health Insurance Processing Center,
P.O. Box 4405
Taunton, MA 02780.

Questions

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