



**Eligibility Operations Memo 23-02**  
**January 2023—updated**

TO: MassHealth Eligibility Operations Staff

FROM: Heather Rossi, Director of Eligibility Policy

RE: **Revised Permission to Share Information Form**

**Introduction**

MassHealth has revised the Permission to Share Information (PSI) form to clarify the role and authority of the information being shared with the person or organization appointed by a member or applicant. The revised form introduces a new design that aligns with the format of other MassHealth forms. This new design will help members and applicants more easily identify the information they want to be shared.

**Changes to the Permission to Share Information (PSI) Form**

This version of the PSI includes the following overall changes.

- New layout to align with other MassHealth forms
- Updated section headings
- Added asterisks to identify required fields
- Separate sections for
  - Sharing eligibility details and notices
  - Sharing copies of records

**Changes to Specific Sections**

- Section 1: Added SSN language
- Section 2: Updated checkbox language for clarity
- Section 3: Added
  - Checkbox to request copies of notices
  - Date ranges
- Section 4: Added email
- Section 6: Changed default end of permission length from 18 to 12 months
- Section 7: Updated address to Health Insurance Processing Center where members send a letter to cancel a PSI
- Section 9: Added MassHealth Privacy Office email address

There were no changes to Sections 5 or 8.

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

When you receive a supply of the new Permission to Share Information form, please recycle all previous versions.

After March 31, 2024, previous versions of the PSI will no longer be accepted.

## **Questions**

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

If you have any privacy questions, please contact the MassHealth Privacy Office at [Privacy.Officer@mass.gov](mailto:Privacy.Officer@mass.gov).