***Commonwealth of Massachusetts***

***Executive Office of Health and Human Services  
Office of Medicaid***

[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

**Eligibility Operations Memo 23-02**

**January 2023—*updated***

TO: MassHealth Eligibility Operations Staff

FROM: Heather Rossi, Director of Eligibility Policy [signature of Heather Rossi]

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).