



**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 23-10**  
**March 2023**

TO: MassHealth Eligibility Operations Staff

FROM: Heather Rossi, Director of Eligibility Policy

RE: **Revised Authorized Representative Designation Form**

### **Introduction**

The Authorized Representative Designation (ARD) form is used to designate a person or organization that can help the applicant or member apply for or get MassHealth. The ARD form was updated in November 2022. This eligibility operations memo outlines the changes.

### **Changes to the ARD Form**

This version of the ARD form includes the following changes:

- gender-neutral language
  - changed two instances of “he or she” to “they”
  - changed instance of “his or her” to “their”
- changed “P.O.” to “PO” to follow Publications formatting style
- replaced previous TTY phone number with TDD/TTY number 711

### **Use of Revised Forms**

After March 31, 2024, previous versions of the ARD form will be obsolete, and the November 2022 version will be the only accepted one.

### **Questions**

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