***Commonwealth of Massachusetts***

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

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**Eligibility Operations Memo 23-10**

**March 2023**

TO: MassHealth Eligibility Operations Staff

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

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.