



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

Eligibility Operations Memo 25-03

DATE: February 2025

TO: MassHealth Eligibility Operations Staff

FROM: Heather Rossi, Deputy Chief Operating Officer, Eligibility Policy and Implementation 

RE: **Change to Number of Days Allowed for Long-Term-Care Applicants and Members to Verify Eligibility and Provide Information**

Summary of Changes to Due Dates

Effective September 9, 2024, MassHealth changed the amount of time for long-term-care (LTC) applicants and members to respond to a Request for Information notice, verify eligibility factors, and provide corroborative information from 90 days back to 30 days. This 30-day response time only applies to LTC applicants and members.

Due Dates Unaffected by This Change

Requests for Information

Non-MAGI applicants and members who are not applying for or receiving coverage in a long-term-care facility continue to have 90 days to verify eligibility factors and provide corroborative information in response to a Request for Information.

Reconsideration Period

Non-MAGI members continue to have 90 days to submit their annual renewal after their coverage is terminated for not submitting the renewal form by the due date. This is known as the Reconsideration Period.

Questions?

Have your MEC designee contact the Policy Hotline.



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