# Eligibility Operations Memo 25-03

Commonwealth of Massachusetts

Executive Office of Health and Human Services

Office of Medicaid

[www.mass.gov/masshealth](https://www.mass.gov/orgs/masshealth)

**DATE:** February 2025

**TO:** MassHealth Eligibility Operations Staff

**FROM:** Heather Rossi, Deputy Chief Operating Officer, Eligibility Policy and Implementation [signature of Heather Rossi]

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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