



**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 26-05

**DATE:** May 2026

**TO:** MassHealth Eligibility Operations Staff

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

**RE:** **Revised Permission to Share Information (PSI) Form and New Release of Information (ROI) Form**

### Introduction

MassHealth has revised the Permission to Share Information (PSI) form to explain how information is being shared with the person or organization appointed by a member or applicant. The revised form simplifies the intended use of the form, provides updated language and references about data sharing, the authorized timeframe of the PSI, and the signature rights and responsibilities. This form has also been co-branded with the Massachusetts Health Connector for the same uses and authorities.

Additionally, the revised PSI removes the member records request section and directs members and their authorized representatives to the Privacy Office to request past records. Members can use the new Request of Information (ROI) form or one of the other ways detailed at [MassHealth Member Records Request](#).

### Changes to the Permission to Share Information (PSI) Form

This version of the PSI includes the following overall changes.

- Simplified the form to a total of five (5) sections
- Removed **Section 3: Permission for MassHealth to share written copies of your records**
- Removed **Section 4: End of Permission** - this requirement has been added to Section 3
- Removed **Section 5: Why do you want us to share your information?** - this requirement has been added to Section 2
- Combined **Section 7: Your signature** and **Section 8: Signature of Legal Representative** and revising the signature rights and responsibilities language
- Added language to clarify the use of the form, including records requests

- Provided a link to the MassHealth Notice of Privacy Practices (NPP) to explain data sharing requirements
- Added language to end permissions upon death of the member
- Added form submission options

## Changes to Specific Sections

- **Overall:** Simplified language for how to use the form
  - Added reference and link to MassHealth Member Records Request web
  - Added reference to self-service options (MAMLogin and MyServices)
  - Added link to MassHealth Notice of Privacy Practices (NPP)
- **Section 2:** Simplified the language about how the form is used and included statement of purpose for the disclosure of information (i.e. “why do you want us to share this information?”)
- **Section 3:** Added specifics about how the form’s permissions will end upon the death of the member and end of permissions date (used to be Section 4).
- **Section 4:** Updated Section Title and signature rights and responsibilities language
  - Changed “Legal Representative” to “Legally Appointed Representative” with clarification provided in a footnote
  - Included language clarifying that the authority of the PSI can be withdrawn at any time
  - Combined signature rights and responsibilities for member and legally appointed representatives
- **Section 5:**
  - Simplified submission options
  - Removed Privacy Office information

Sections were renumbered to reflect form updates.

## Member Records and the New ROI Form

MassHealth members and applicants have a right to access their information or can grant another person access to their information under federal and state law. MassHealth member records are defined as anything associated with the member or applicant’s eligibility, benefits, claims, and any related case information or activity.

MassHealth’s Privacy Office is responsible for researching, collecting, tracking, and distributing the personal records requests from MassHealth members. The Privacy Office also ensures that the agency meets the statutory obligations of MassHealth, complies with HIPAA requirements, and fulfills the needs of the member and their authorized representative(s). These records tend to be comprehensive in nature and may require extensive research across various platforms that MEC staff are unable or unauthorized to access or distribute.

MassHealth has created the new ROI form as an additional mechanism to make these requests.

The MassHealth Privacy Office does not have access to any past or pending appeals, documents, or decisions related to the MassHealth Board of Hearings.

MassHealth strives to satisfy the request for records without unreasonable delay within 30 calendar days of the request. If the request is expected to take longer, MassHealth must notify the member or their authorized representative. In no event will a request take more than 60 days to fulfill or deny.

## Eligibility Information

MassHealth Enrollment Center staff have the access and authority to obtain, compile, and return member eligibility information, that can be collected through internal operating systems to which they have credentialed access.

MassHealth members and applicants that have a [MA Login](#) or [MyServices](#) account can access their own eligibility information, such as notices, applications, and renewals, at any time.

The revised PSI form and related operational processes have no impact on the [Prehearing Resolution](#) process or records requests as they relate to pending appeals with MassHealth Board of Hearings.

## Supplies and Use of Revised Forms

Internal and external stakeholders are asked to review the available Permission to Share Information (PSI) forms to ensure their inventory is current and discard any outdated forms.

MassHealth will continue to review and process older versions of the PSI until June 30, 2026.

## MassHealth Websites and Resources

The links below include current versions of each form and self-service options to request or obtain available MassHealth member records.

- [Permission to Share Information \(PSI\) Form](#)
- [Authorization to Release MassHealth or Health Connector Records \(ROI\) Form](#)
- [MassHealth Privacy Member Records Request Webpage](#)
- [MA Login](#)
- [MyServices](#)

## Questions?

Have your MEC designee contact the Policy Hotline.

 [MassHealth on Facebook](#)  [MassHealth on LinkedIn](#)  [MassHealth on X](#)  [MassHealth on YouTube](#)