



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

Eligibility Operations Memo 26-07

DATE: July 2026

TO: MassHealth Eligibility Operations Staff

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

RE: **Accepting Paper Verification of Disability in the Absence of Electronic Data**

Introduction

MassHealth uses the Federal Data Services Hub (FDSH) and other state and federal data sources to verify most eligibility factors. This verification process may include verifying an individual's federal disability status from the Social Security Administration (SSA). Rarely, the data confirming federal disability status does not populate from FDSH or other sources.

Per [130 CMR 502.003\(B\)](#) and [130 CMR 516.003\(B\)](#), if electronic data sources cannot verify attested information or there are discrepancies between someone's attested information and the data sources, the person must submit additional documentation. They can submit paper documentation with their application or in response to MassHealth's request. MassHealth will accept paper documentation to prove federal disability status in the absence of federal and state data sources.

This eligibility operations memo provides guidance to staff who may need to verify federal disability status manually. The policy applies to both MAGI and non-MAGI population groups.

Acceptable Manual Verification for Disability

Applicants must have a verified disability status if they are applying for coverage based on a disability. MassHealth cannot accept attestation of disability. A formal determination of disability must be conducted by the Social Security Administration (SSA), Massachusetts Commission for the Blind (MCB), or Disability Evaluation Services (DES), as outlined in [130 CMR 505.002\(E\)\(2\)](#) and [130 CMR 519.006\(B\)\(1\)](#).

People found eligible for federal disability status usually receive an award approval letter from SSA. The award letter is the official notice from the SSA confirming a person's approval for disability benefits and detailing their payment information. This approval letter should be on SSA letterhead and cannot be handwritten or self-attested. A person can [request an SSA](#)

[approval letter through their My Social Security account](#) or by calling SSA at (800) 772-1213, TTY: (800) 325-0778.

Likewise, the MCB will send an official Certificate of Legal Blindness. A person can request a copy of this certificate by submitting the [Certificate of Blindness Request Form](#), emailing blindnessregistry@mass.gov, or calling MCB at (617) 626-7415. MassHealth makes official disability determinations through DES upon receipt of a MassHealth Disability Supplement ([MADS-A](#) or [MADS-C](#)). MassHealth receives an official notice directly from DES indicating an individual's disability status. If the DES determination indicates that reevaluation is waived, workers should consider the disability status permanent. If the DES determination indicates a reevaluation date, workers should record that date in the system and consider the member disabled up until that date. Workers may need to consult archived documents in MyWorkSpace or contact DES for older verification documents.

Accepting and Entering Documents

MassHealth staff should tell applicants and members to send their documentation to the Health Insurance Processing Center or Electronic Data Management Center (EDMC) for scanning. If an applicant or member provides the document at a walk-in center, staff should ensure that documents are sent to EDMC to be scanned.

Upon receipt of paper verification of disability from an applicant or member, MassHealth staff should update the appropriate fields in the eligibility system. A detailed note must be added to the case to indicate the type of paper verification received.

NOTE: A federal disability status in the HIX system should be entered as "DA." The appropriate code must be entered into the DDU event in MA21. The appropriate MA21 codes are as follows.

- A federal disability status should be entered as "DA."
- An MCB disability status based on blindness should be entered as "BL."
- Disability determinations made by DES should be entered as "MA."
- Kaileigh Mulligan disability decisions made by DES should be entered as "KA."

MassHealth Websites and Resources

1. [Applying for disability with MassHealth](#)
2. [MassHealth CommonHealth](#)
3. [Massachusetts Commission for the Blind Request Form](#)
4. [My Social Security Account](#)

Health Insurance Processing Center
PO Box 4405
Taunton, MA 02780

Questions?

Have your MEC designee contact the Policy Hotline.

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