

Have you moved?

You may need to change your health plan to be closer to your doctors.

If you have moved, your primary care doctor or other providers may now be far from you, or they may not be available in your area. If you need to change your health plan, you have options. Whether you need to change your MassHealth plan or not, your MassHealth eligibility and benefits will stay the same.

Find out if your health plan is still available at your new address, get more information about your options, and change your plan if you need to.

To change your health plan assignment or get more information, you may:

- Go to [MassHealthChoices.com](https://www.masshealthchoices.com) to view the video, “Learn how to choose a health plan” and to find the online enrollment form (available in English and Spanish).
- Call MassHealth Customer Service at (800) 841-2900; TDD/TTY: 711 Monday – Friday, 8 a.m. – 5 p.m.
 - For information about your health plan options, follow the prompts to speak to a customer service representative.
 - If you are enrolling in Revere Health Choice, C3, or the Primary Care Clinician (PCC) Plan, you will also need to select a primary care provider. You do not need to select a primary care provider to change your plan assignment if you are enrolling in any other Accountable Care Organization or Managed Care Organization.
 - When speaking to the customer service representative, please share your new address and if you are experiencing homelessness.
- Fill out and mail or fax a plan enrollment form. The form is available online. Go to [MassHealthChoices.com/en/member-materials](https://www.masshealthchoices.com/en/member-materials) and scroll down to the link that reads “Health Plan Enrollment or Change Form.” The instructions, address, and fax number are on the form in English or Spanish.
- Make an appointment with someone who can help you.
Go to www.mahealthconnector.org/help-center. Click “Find an Enrollment Assister.”
 - Please note, you must complete a separate form for each person in your family who needs to change plans.

What is a MassHealth health plan?

A health plan is an organization that helps manage your healthcare needs. Which plan you choose will determine what doctors, hospitals, and other healthcare providers you see for your care. MassHealth has different types of health plans. If you want to learn about and compare the health plans in your area, go online to [MassHealthChoices.com](https://www.masshealthchoices.com) to search for providers and to compare plans. You can also read about health plan in the MassHealth Enrollment Guide online at MassHealth Member Guides and Handbooks | [Mass.gov](https://www.mass.gov).

How do I know which health plans are in my area?

Each MassHealth health plan gives medical care to members in a group of cities and towns. The group of cities and towns is called a service area.

The Enrollment Guide shows you which service areas are covered by each of the MassHealth health plans. To find your service area, go to page 39 of the Enrollment Guide. Find the town you live in and use its service area to find the health plans available to you. You may find the Enrollment Guide online at MassHealth Member Guides and Handbooks | [Mass.gov](https://www.mass.gov).