

# Preparing for MassHealth renewals



**Act now.  
Stay covered.**

Executive Office of Health and Human Services

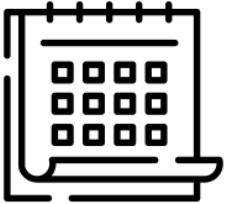
## *Today, we will:*

- ✓ Explain what a MassHealth renewal is
- ✓ Discuss why renewals are especially important this upcoming year (2023 – 2024)
- ✓ Share how you can prepare right now for upcoming MassHealth renewals
- ✓ Prepare you for what you need to do if you get your renewal form in the mail
- ✓ Tell you about resources available to you to help you complete your renewal

# What is a MassHealth renewal?



- Federal law requires MassHealth to regularly **check whether members are still eligible for MassHealth**. This ‘check’ is called a “renewal” if you are under 65, or an “annual review” if you are over 65



- Renewals need to occur every year



- Members get their **renewal forms in the mail**
  - Renewals occur at the household level, and are sent to the Head of Household
  - Some members may be automatically renewed. This means that MassHealth does not need any new information and no action is needed. These members will get a notice in the mail that says that they have been automatically renewed
  - If MassHealth does not have enough information to automatically renew a member, members will get a blue envelope in the mail asking for updated information. If members do not reply, their coverage may end or be downgraded

# Why are we talking about renewals this year?



- At the beginning of the COVID-19 public health emergency (PHE), the federal government implemented **continuous coverage** requirements
- In response to these requirements, **MassHealth put protections in place that prevented members' MassHealth coverage from ending.** These protections have been in place since February 2020.
- The federal government will end continuous coverage requirements on April 1, 2023. At this time, **MassHealth will return to our standard annual eligibility renewal processes**
- **All current MassHealth members will need to renew their health coverage** to ensure they still qualify for their current benefit
- These **renewals will take place over 12 months**, from April 2023 – 2024. This means that **members could get their renewal forms in the mail at any time during this 1-year period**

# What you can do now to prepare for renewals



## 1 Update your contact information.

Make sure that MassHealth has your most **up-to-date address, phone number, and email** so you do not miss important information and notices from MassHealth

## 2 Report any household changes.

These include a **new job, address, change to your income, disability status, or pregnancy**. MassHealth wants to make sure we have the latest information for you and all members of your household, so you get the best benefit you qualify for

## 3 Read all mail from MassHealth.

MassHealth will mail you information about your health benefit that may require you to take action to keep your current coverage. **Look out for a blue envelope** in the mail and make note of the important deadlines

# How to update your information



## Members under 65 years old



- The easiest way to update your MassHealth information and report changes is using your MA Login Account at [www.mahix.org/individual](http://www.mahix.org/individual).
- If you don't yet have an account, you can create one by following the link at the back of your MassHealth notices or by calling 844-365-1841



- You can also call MassHealth Customer Service at (800)-841-2900, TDD/TTY: 711



- Get help from a Certified Application Counselor or Navigator. Go online to find your nearest organization at <https://my.mahealthconnector.org/enrollment-assisters>

## Members over 65 years old or individuals of any age in nursing facilities or HCBS waiver programs



- Call MassHealth Customer Service at (800)-841-2900, TDD/TTY: 711



- Get help from a Certified Application Counselor or Navigator. Go online to find your nearest organization at <https://my.mahealthconnector.org/enrollment-assisters>



Note that **only the Head of Household (HOH)** can update MassHealth information for household members

**After updating your information, watch out for the blue envelope and all other mail from MassHealth!**



Also watch for a **renewal form** (which you may get instead of a blue envelope if you are automatically renewed) and **any other mail from MassHealth**, such as Requests for Information or Verification

# When your blue envelope arrives, there are multiple ways to renew



## Members under 65 years old

1. Go online to [www.mahix.org/individual](http://www.mahix.org/individual) (or the individualized link provided in the notice in your blue envelope) **[Easiest way!]**
2. Complete the application and mail it back to *Health Insurance Processing Center, PO Box 4405, Taunton, MA 02780* or fax it to 1-857-323-8300
3. Call the MassHealth Customer Service center at (800) 841-2900, TDD/TTY: 711
4. Schedule an appointment with a MassHealth representative or Enrollment Assister. Use our online scheduling tool at: [www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative)

## Members over 65 years old or individuals of any age in nursing facilities or HCBS waiver programs

1. If your renewal notice has an eSubmission number, you can submit your renewal online via document upload or fillable form at <https://mhesubmission.ehs.mass.gov/esb> **[Easiest way!]**
2. Complete the application and mail it back to *Health Insurance Processing Center, PO Box 4405, Taunton, MA 02780* or fax it to 1-857-323-8300
3. Call the MassHealth Customer Service center at (800) 841-2900, TDD/TTY: 711
4. Schedule an appointment with a MassHealth representative or Enrollment Assister. Use our online scheduling tool at: [www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative)



Note that you will have **45 days** from the date you get your renewal to fill it out and send it back to MassHealth. The **Head of Household (HOH)** must complete the renewal



# Resources exist to help you with your renewal



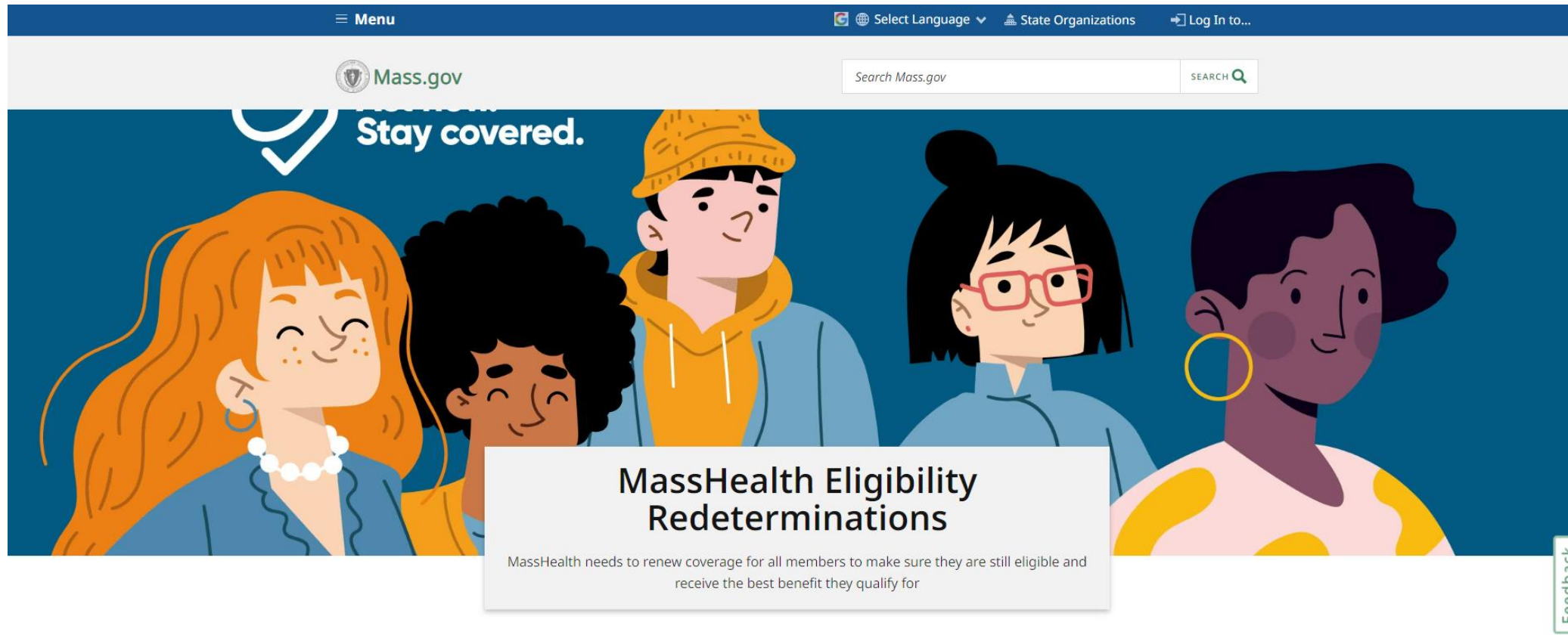
RESOURCE	DESCRIPTION
<p>1 MassHealth Enrollment Centers (MECs)</p>	<ul style="list-style-type: none"><li>▪ MassHealth Enrollment Centers (MECs) provide members with <b>phone, virtual, or in-person assistance</b> with their applications from MassHealth staff</li><li>▪ We recommend that members <b>schedule an appointment</b> ahead of time at <a href="http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative">www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative</a>. Appointments can be via phone, virtual, or in-person</li><li>▪ There are <b>6 MECs across the State</b> – find your nearest one online at <a href="https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs">https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs</a></li></ul>
<p>2 Certified Application Counselors or Navigators</p>	<ul style="list-style-type: none"><li>▪ Certified Application Counselors (CACs) and Navigators are a community-based resource <b>to help members apply for and renew health insurance benefits</b>. They are trained by MassHealth but are not MassHealth staff</li><li>▪ People who need help to keep their MassHealth coverage and people who are no longer eligible for MassHealth can get help from CACs and Navigators</li><li>▪ Help from CACs and Navigators is <b>free but may require an appointment</b>. You can also go online to find their nearest organization at <a href="https://my.mahealthconnector.org/enrollment-assisters">https://my.mahealthconnector.org/enrollment-assisters</a></li></ul>
<p>3 MassHealth Customer Service Center</p>	<ul style="list-style-type: none"><li>▪ If you have questions about your MassHealth renewal, you can call the MassHealth Customer Service center.</li><li>▪ <b>Phone number: (800) 841-2900; TDD/TTY: 711</b></li><li>▪ Hours: Monday-Friday 8am-5pm. Assistance is available in English, Spanish, Portuguese, Mandarin, Vietnamese, Arabic, Haitian Creole, and many other languages</li></ul>

# If you no longer qualify for MassHealth, affordable coverage is available through the Health Connector

- If you think you may no longer be eligible for MassHealth, **other health coverage options are available, such as an affordable plan through the MA Health Connector.**
- You can visit <https://www.mahealthconnector.org/> or call customer service at 1-877- MA ENROLL (1-877-623-7773) to learn more or enroll in a plan.
- **Losing MassHealth coverage is a Qualifying Life Event (QLE)**, which allows you to enroll in a plan through the Health Connector outside of the regular Open Enrollment Period.



For more information, visit our renewal website



[mass.gov/masshealthrenew](https://mass.gov/masshealthrenew)

# Final tips and reminders



- 1 If you are under 65, the **fastest and easiest way** to renew your coverage is online using your MA Login Account at [www.mahix.org/individual](http://www.mahix.org/individual).
- 2 If you are over 65 or in a nursing facility or HCBS waiver, the **fastest and easiest way** to submit your renewal is via eSubmission at <https://mhesubmission.ehs.mass.gov/esb>
- 3 **Remember to tell MassHealth** if you move, change jobs or income, become pregnant, or have other changes in your household over the next year
- 4 Due to the large number of renewals that need to be done this year, you may have **longer than usual hold times** at the Customer Service center
- 5 You may not get your renewal forms right away – **be on the lookout from now until April 2024**
- 6 Please use the resources available to help you (the MECs, the Customer Service center, CACs / Navigators). **MassHealth is here to help you and wants to make sure you keep the best coverage you qualify for**



**Questions?**