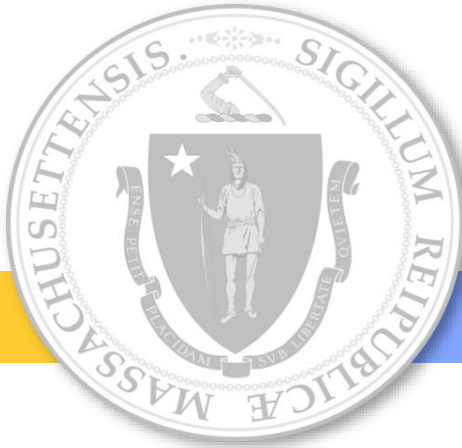


# One Care: Implementation Council Meeting



Executive Office of Health and Human Services

MassHealth Demonstration to  
Integrate Care for Dual Eligibles

May 9, 2023, 10:00 AM – 12:00 PM

Virtual Meeting via Zoom

# One Care and SCO Procurement / One Care Transition

- MassHealth will be holding a Stakeholder Forum to discuss the following topics:
  - Information about the procurement of One Care Plans and SCO Plans for 2026 and
  - One Care Transition Planning
- This Stakeholder Forum will be held virtually on Thursday, May 25, 2023, from 2:00pm – 3:30pm.
- Information to register for this forum is on the One Care website and the One Care and SCO Procurement website at:
  - <https://www.mass.gov/info-details/one-care-transition-planning>
  - <https://www.mass.gov/info-details/procurement-for-one-care-plans-and-senior-care-options-sco-plans-for-2026>
- This information can also be found via email from our One Care listserv.
  - Email [OneCare@Mass.gov](mailto:OneCare@Mass.gov) to be added for future notices.

# Redeterminations

# 1 How to help MassHealth members prepare for renewals



## *When you interact with members one on one*

- **Ask them if they've moved in the past few years** (since 2020) and remind them to update their address, phone, and email with MassHealth
- **Remind them** to report all household changes (e.g., income, job, pregnancy) to MassHealth
- **Remind them** to read all mail that could be from MassHealth, and to be on the look-out for a blue envelope
- **Tell them they can come to you for help** when mail from MassHealth arrives



## *In spaces where members visit*

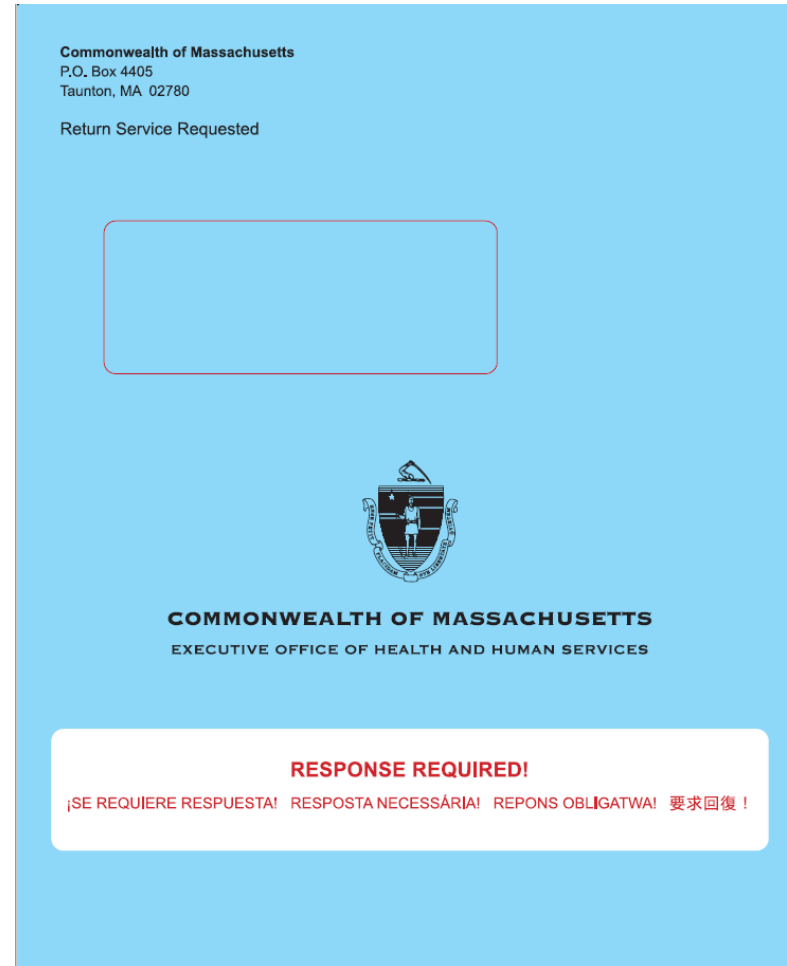
- **Post flyers** telling members about the upcoming renewals
  - You can find flyers in the Phase 1 toolkit that MassHealth has distributed to you
  - If you haven't yet received a toolkit, you can download one at <https://www.mass.gov/info-details/masshealth-eligibility-redetermination-outreach-toolkit>



## *In member-facing communications (e.g., listserves, newsletters)*

- **Send an email blast on a regular basis (e.g., ~monthly April – April)** educating members about the upcoming renewals
  - You can find a sample email in the Phase 1 toolkit – please customize this as appropriate for your audience
  - Add a line about how members can come to you for support when they receive their renewal
  - If you haven't yet received a toolkit, you can download one at <https://www.mass.gov/info-details/masshealth-eligibility-redetermination-outreach-toolkit>

# Tell members to look out for the blue envelope!



Also tell members to watch for an **auto-renewal notice** (which they may get instead of a blue envelope if they are automatically renewed) and **any other mail that could be from MassHealth**, such as Requests for Information or Verification (arrive in white envelopes)

## 2 How to help MassHealth members complete their renewal

**Note:** Some members will have their coverage auto-renewed, which means they won't receive a blue envelope and won't need to take any action to renew their coverage.



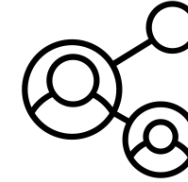
### *Help them read & understand mail from MassHealth*

- **Help them understand the contents of their blue envelope**, renewal notice, or other MassHealth forms
  - If they are vision-impaired, read them the phone number to call to request a large print or braille version, and help them update their notice preferences
  - Help translate language as necessary (forms will arrive in multiple languages)
  - Circle the date they must renew by
  - Walk through the instructions with them and make sure they understand what action they need to take



### *Make a concrete plan*

- **Help the member decide how they will complete their renewal – online, via phone, via paper, etc.**
  - Online renewals are the fastest & easiest when possible – you can help members with this!
  - See following pages for more information on how members can complete renewals
- **Make a concrete plan** with the member about how they will gather the supporting documentation and when they will submit the renewal by (i.e., a concrete date)



### *Connect them with support resources*

- If a member has questions on their renewal that you cannot answer, **connect them with MassHealth resources that exist to support them**
- These resources include (see *following pages for more details*):
  - The MassHealth Enrollment Centers (MECs)
  - Certified Assistance Counselors and Navigators
  - The MassHealth Customer Service Center

# More details: how to help members complete their renewal

## Members under 65 years old

1. Help members go online to [www.mahix.org/individual](http://www.mahix.org/individual) (or the individualized link provided in the notice in the blue envelope) **[Easiest way!]\***
2. Help members 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. Have members call the MassHealth Customer Service center at (800) 841-2900, TDD/TTY: 711
4. Help members schedule an appointment with a MassHealth representative. 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 residing in the community and of any age receiving nursing facility care or in HCBS waivers

1. If the member's renewal notice has an eSubmission number, you can help them submit their renewal online via document upload or fillable form at <https://mhesubmission.ehs.mass.gov/esb> **[Easiest way!]**
2. Help members complete the application and mail it back to *MassHealth Enrollment Center, PO Box 290794, Charlestown, MA 02129* or fax it to 1-617-887-8799
3. Have members call the MassHealth Customer Service center at (800) 841-2900, TDD/TTY: 711
4. Help members schedule an appointment with a MassHealth representative. 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)

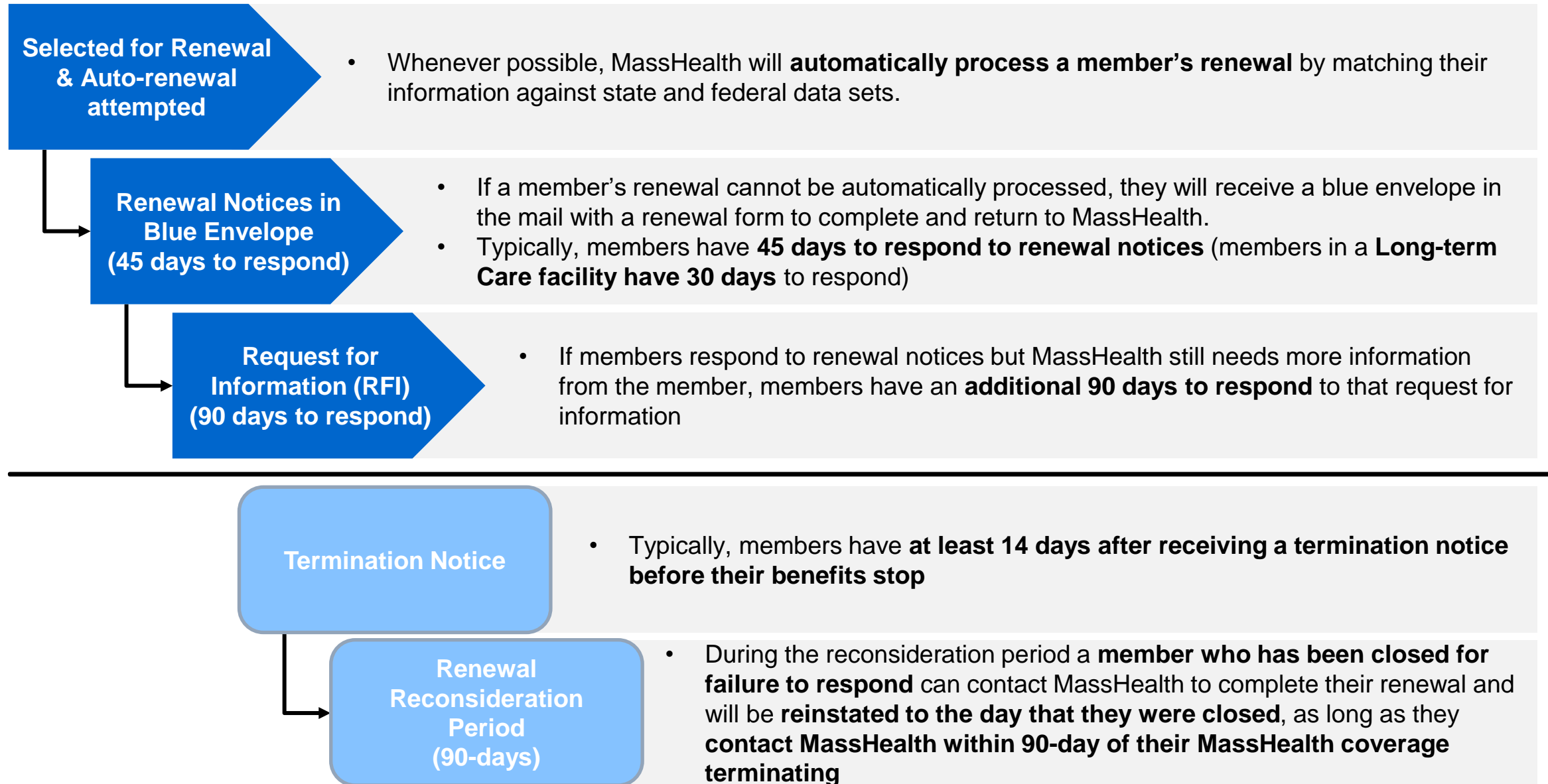


Note that you will have **45 calendar days\*\*** to fill it out and send it back to MassHealth

\* Referred eligible members who receive eligibility from another agency will not have access to an online account

\*\* Renewals for members in long term care facilities are due in 30 days

## More details: overview of member renewal timelines





# More details: resources that exist to help members with their renewals

RESOURCE	DESCRIPTION
1 MassHealth Enrollment Centers (MECs)	<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 (starting in July) in-person</li><li>There are <b>6 MECs across the State</b> – find the 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>
2 Certified Application Counselors or Navigators	<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 the nearest organization at <a href="https://my.mahealthconnector.org/enrollment-assisters">https://my.mahealthconnector.org/enrollment-assisters</a></li></ul>
3 MassHealth Customer Service Center	<ul style="list-style-type: none"><li>If the member has questions about their MassHealth renewal you cannot answer, you can have them 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, Haitian Creole, Portuguese, Mandarin, Vietnamese, Arabic, and members may request a translator for any other language.</li></ul>

## More details: Language and translation supports

### Outreach in various languages

- **The redetermination member-facing toolkit (including flyers, posters, and key messaging) is available in 9 languages** - English, Spanish, Portuguese, Haitian Creole, Vietnamese, Khmer, Chinese, Arabic, Cape Verdean Creole
- Community outreach through HCFA will include **local language television & radio stations**
- Grants to community-based organizations (CBOs) will include those **focused on immigrants & refugees**
- MassHealth will **publish vlogs incorporating ASL**, and **offer live ASL translation** during redetermination webinars recorded & published online

### Translation services

- Renewal forms will be mailed in English or Spanish, and are available in large print or Braille. Renewal packages will include **Babel notices** (notice that the document contains key information translated into multiple languages)
- For members who require translation of forms, **members can receive free translation services by calling the Customer Service Center at (800) 841-2900; TDD/TTY: 711**

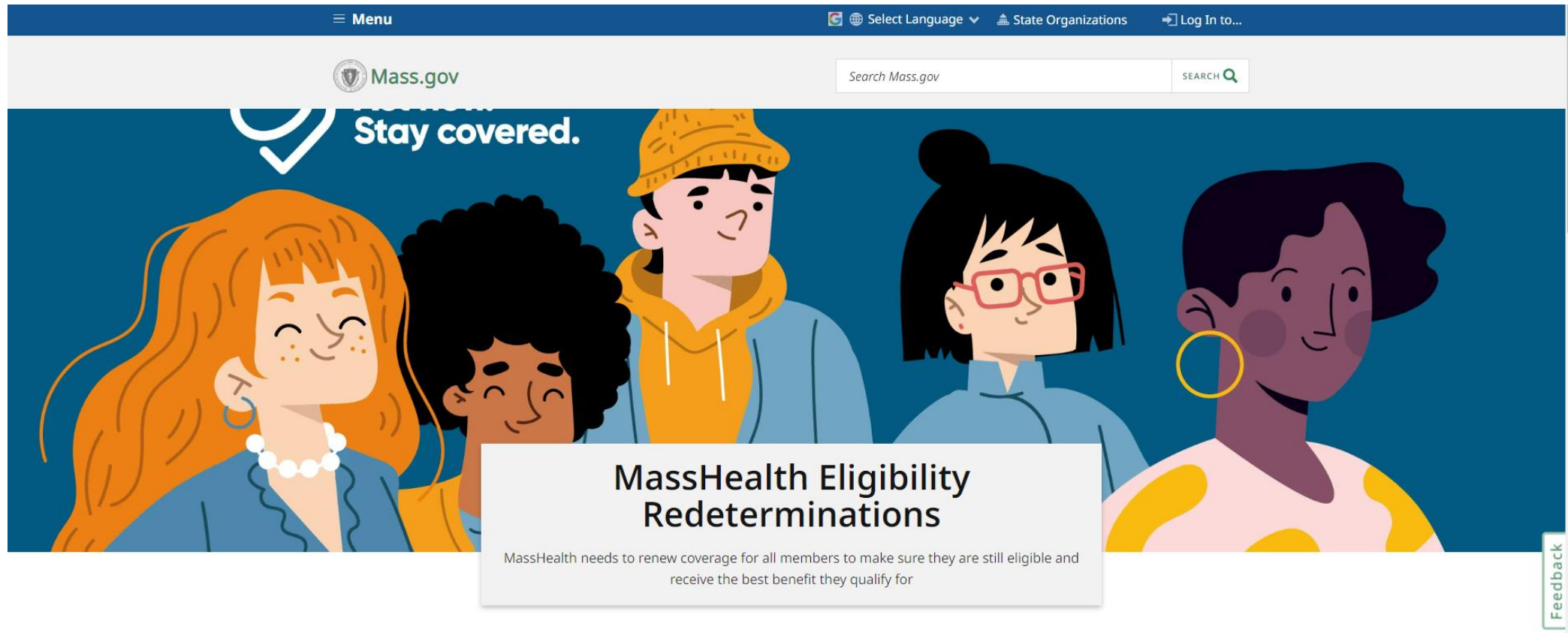
### Support resources offering various languages

- The contact center has representatives who speak English, Spanish, and Haitian Creole, and **access to a language line where an interpreter will join the call**. Interpreter services are available in Portuguese, Mandarin, Vietnamese, and Arabic. Members may also request a translator for any other language.
- MassHealth will publish a **list of CAC organizations who speak foreign languages**
- For individuals who speak ASL, MassHealth **offers on-demand VRI in-person at the MassHealth Enrollment Centers**

# Special considerations for persons with disabilities preparing for renewals

Renewal Element	Actions Needed
<b>Agreements to share information</b>	<ul style="list-style-type: none"><li>• Members may have a family member or someone else in their life assist them with managing their MassHealth. For MassHealth to share information with another person, they will need to complete either the <b>Permission to Share Information (PSI)</b> form or the <b>Authorized Representative Designation (ARD)</b> form.<ul style="list-style-type: none"><li>○ <b>Permission to Share Information (PSI)</b> form – this form allows MassHealth to share information about your eligibility with the person listed on the form (the “designee”) (<a href="https://www.mass.gov/doc/masshealth-permission-to-share-information-psi-form-english-0/download">https://www.mass.gov/doc/masshealth-permission-to-share-information-psi-form-english-0/download</a>)</li><li>○ <b>Authorized Representative Designation (ARD)</b> form – this form allows MassHealth to share information with the person listed on the form (the “designee”) and also for that person to make decisions for you (<a href="https://www.mass.gov/doc/authorized-representative-designation-form-english-0/download">https://www.mass.gov/doc/authorized-representative-designation-form-english-0/download</a>)</li><li>○ PSI forms expire after 12 months. If someone who assist a member needs to renew their PSI or ARD</li></ul></li></ul>
<b>Accommodations</b>	<ul style="list-style-type: none"><li>• MassHealth has accommodations for older adults and people with disabilities. These accommodations include:<ul style="list-style-type: none"><li>○ A Disability Ombudsman that can provide personal assistance by explaining MassHealth processes and requirements and helping applicants or members filling out forms over the telephone. The Ombudsman can also arrange meetings with MassHealth staff, sign language interpretation, or CART services. The Ombudsman can be reached at <a href="mailto:ADAaccomodations@state.ma.us">ADAaccomodations@state.ma.us</a>; Voice: 617-847-3468, TTY: 617-847-3788</li><li>○ A TTY/TTD phone number for members who are <b>deaf or hard of hearing</b></li><li>○ The option to request <b>large print or braille renewal</b> forms by calling MassHealth Customer Service at (800) 841-2900</li><li>○ On demand <b>Video Remote Interpreting</b> (VRI) and <b>Assistive Listening Devices</b> (ALDs) at all MassHealth Enrollment Centers (MECs)</li></ul></li></ul>

You can also visit our renewal website



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



VISIT US ONLINE

[www.mass.gov/one-care](http://www.mass.gov/one-care)

EMAIL US

[OneCare@state.ma.us](mailto:OneCare@state.ma.us)