



Are you a MassHealth, Commonwealth Care or Health Safety Net Member or Applicant?



If so, you can now easily get details about your case or application right from your phone. Use this new self-service feature any time (24/7) to find...

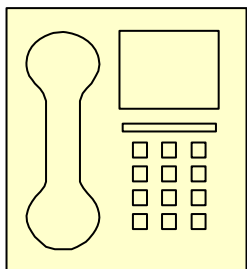
- Case status (approved, closed, etc.)
- Key eligibility dates (i.e., next review date)
- Plan information
- Items still needed to process your case
- Examples of acceptable verifications
- Address to send outstanding verifications and forms
- Description of notices or other items recently sent to you by MassHealth
- Ability to request a copy of a misplaced or lost form



Please note: This new feature is not yet available to those applying for or receiving Long Term Care services (for example, applicants seeking coverage for Long Term Care facilities or those currently living in such facilities). It is also not yet available to a small number of MassHealth members living in community settings.

Here's how it works:

- Simply call 1-888-665-9993 anytime, day or night, even on weekends! (**Please note:** Service not available from Saturday, 10:00PM to Sunday, 6:00AM)
- Select your preferred language (English or Spanish)
- When you hear the option "If you are calling about a notice you received or to check on the status of your case, press 1", be sure to press "1."



- You will be led through a series of easy menus
- These menus allow you to hear the status of your case or application

Please note: New applications may not appear right away. If you cannot find the status of your application, you may want to wait and try again later.

Call 1-888-665-9993 for self-service, 24/7 telephone access to your case!