# MassHealth Application, Eligibility and Enrollment Presentation

## MassHealth Application, Eligibility and Enrollment for Agencies Working with People Experiencing Homelessness

#### Image: Massachusetts state house



## Agenda

### SmartArt: Bending arc with six circles

#### Shape 1: Circle

#### Text: MassHealth Eligibility Overview

#### Shape 2: Circle

#### Text: How to Apply

#### Shape 3: Circle

#### Text: Health Plans

#### Shape 4: Circle

#### Text: Resources

#### Shape 5: Circle

#### Text: Q&A

## Eligibility Overview

## Populations We Serve

### Shape: Black Box

Individuals younger than age 65 and not living in or about to go into a nursing facility

Individuals of any age who are

Parents of children younger than age 19

Adult relatives living with and taking care of children younger than 19 and neither parent is living in the home

#### Image 1. Parent and child

#### Text: ACA Population

Image of a parent and child

### Shape: Black Box

Individuals older than age 65 and living at home

Individuals of any age needing long-term-care services in a medical institution or nursing facility

Individuals eligible under certain programs to get long-term-care services living at home

Members of a married couple living with a spouse who is 65 years of age or older

#### Image 2. Older adult

#### Text: SACA Population

Image of an older adult

## Factors to Determine Eligibility

Massachusetts Residency

Members in your household

Citizenship or Immigration Status

Income

Access to Health Insurance

### SmartArt: One-level list with 4 icons

#### Icon 1. Plus sign

#### Text: Universal Eligibility

Icon of a plus sign

#### Icon 2. Plus sign

#### Text: Categorical Member Criteria

Icon of a plus sign

#### Icon 3. Plus sign

#### Text: Citizenship or Immigration Status

Icon of a plus sign

#### Icon 4. Equals sign

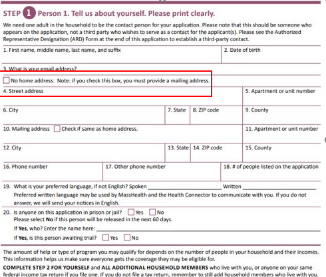
#### Text: Financial Eligibility

Icon of an equals sign

#### Text: Coverage Type = MassHealth Benefit

## Massachusetts Residency

#### Image: A sample document that has multiple boxes to fill out with instructions



Intend to reside in the Commonwealth, with or without a fixed address

If you do not have a fixed address, must attest to intent to stay in Massachusetts

Entered the Commonwealth with a job commitment or are seeking employment

If you are experiencing homelessness and don’t have a permanent home address, you should let us know. You can include this information on your MassHealth application or tell us over the phone.

Residential address: If you’re staying in a shelter, use the shelter’s address as your residential address. If you are not in a shelter and are moving around, you can leave the residential address blank, but make sure you give us a mailing address.

Mailing address: For the mailing address on your application, you can enter the address of any place where you can regularly receive mail. This could be the address of a friend, a family member, or someone else, including a person in a different state. You can leave this field blank if you’ve entered a residential address.

## Financial Eligibility

### Shape: Black Box

#### Text: ACA

Modified Adjusted Gross Income (MAGI):

Household composition is used to determine financial eligibility for subsidized Health Connector plans including Premium Tax Credits, ConnectorCare and Cost Sharing Reductions.

An applicant’s age, household size, demographic and immigration/citizenship status all influence how their income is evaluated and then compared with the Federal Poverty Level guidelines.

### Shape: Black Box

#### Text: SACA

Income

Single: $1255 monthly\*

Couple: $1704 monthly\*

Assets

Single: $2000

Couple: $3000

## Types of Assets

### Graphics: Two-level graphic list with nine graphics

#### Graphic 1. Cash

#### Text: Cash

Graphic image of cash

#### Graphic 2. Vehicles

#### Text: Vehicles

Graphic image of vehicles

#### Graphic 3. Piggy bank

#### Text: Bank Accounts

Graphic image of a piggy bank

#### Graphic 4. Houses

#### Text: Real Estate

Graphic image of houses

#### Graphic 5. Chart

#### Text: Securities

Graphic image of a chart

#### Graphic 6. Calculator

#### Text: Life Insurance

Graphic image of a calculator

#### Graphic 7. Cemetery

#### Text: Burial Plans

Graphic image of a cemetary

#### Graphic 8. Umbrella

#### Text: Annuities

Graphic image of an umbrella

#### Graphic 9. Gavel

#### Text: Trusts

Graphic image of a gavel

## Continuous Eligibility

### Process: 1

Continuous eligibility (CE) means that members retain coverage for a period of time, even if they experience changes in their circumstances that would impact eligibility

### Process: 2

CE is a valuable tool that helps certain populations stay enrolled in the health coverage for which they are eligible and have consistent access to services

### Process: 3

CE promoted health equity by limiting gaps in coverage for low-income children and adults who experience disproportionate rates of health disparities

## Continuous Eligibility Populations

Members released from jail or prison

Provides 12-months continuous eligibility to adults under age 65 upon release from public institution for the first year they return to the community

Verified Homeless Adults

Provides 24-months continuous eligibility to adults under age 65 who are verified homeless for 6+ months through HMIS in the Rehousing Data Collective

Children

Provides 12-months continuous eligibility to children under age 19

Pregnant Individuals

Provides 12 months of continuous coverage following the end of pregnancy, no matter your immigration status or how the pregnancy ends.

Link for Information for Pregnant Individuals: [Information for Pregnant MassHealth Members | Mass.gov](https://www.mass.gov/info-details/information-for-pregnant-masshealth-members)

## MassHealth Coverage Types

Each coverage type represents a different level of health benefits. The coverage type is determined by categorical and financial standards.

SmartArt: A column of seven green boxes with the names of the health plans in each box

#### Column label: ACA

#### Box 1: Rectangle

#### Text: MassHealth Standard

#### Box 2: Rectangle

#### Text: MassHealth CommonHealth

#### Box 3: Rectangle

#### Text: Careplus

#### Box 4: Rectangle

#### Text: MassHealth Family Assistance

#### Box 5: Rectangle

#### Text: MassHealth Limited

#### Box 6: Rectangle

#### Text: Children’s Medical Security Plan

#### Box 7: Rectangle

#### Test: Health Safety Net

### SmartArt: One level list with two labels and one icon

#### Text 1: Most Comprehensive

#### Icon 1: Downward pointing arrow

Icon of a downward pointing arrow

#### Text 2: Least Comprehensive

### SmartArt: A column of seven blue boxes with the names of the health plans in each box

#### Column label: SACA

#### Box 1: Rectangle

#### Text: MassHealth Standard

#### Box 2: Rectangle

#### Text: MassHealth CommonHealth

#### Box 3: Rectangle

#### Text: MassHealth Family Assistance

#### Box 4: Rectangle

#### Text: MassHealth Limited

#### Box 5: Rectangle

#### Text: Health Safety Net

#### Box 6: Rectangle

#### Text: Medicare Saving Program

## How To Apply

## ACA: How to Apply for Coverage

#### Icon 1. Laptop computer

#### Text: Online at MAhealthconnector.org.

Icon of laptop computer

Link for MAhealthconnector.org: [Massachusetts Health Connector – The Health Connector is the official website of Massachusetts's health insurance Marketplace](https://www.mahealthconnector.org/)

#### Icon 2. Phone ringing

#### Text: Call MassHealth at 1-800-841-2900 (TTY:711)

Icon of phone ringing

#### Icon 3. Open letter

#### Text: Mail: Health Insurance Processing Center P.O. Box 4405 Taunton, MA 02760

Icon of an open letter

#### Icon 4. Fax machine

#### Text: Fax: 1-857-323-8300

Icon of a fax machine

#### Icon 5. Person wearing headset

#### Text: Apply with a Certified Assister or at a MassHealth Enrollment Center (MEC). You can schedule a phone or video appointment with a MassHealth staff

Icon of a person wearing headset

Link for Certified Assister: [Enrollment Assister Search – Massachusetts Health Connector](https://my.mahealthconnector.org/enrollment-assisters)

Link for MassHealth Enrollment Center (MEC): [MassHealth Enrollment Centers (MECs) | Mass.gov](https://www.mass.gov/info-details/masshealth-enrollment-centers-mecs)

Link to schedule an appointment: [Schedule an appointment with a MassHealth representative | Mass.gov](https://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative)

## SACA: How to Apply for Coverage

#### Icon 1. Phone ringing

#### Text: Call MassHealth at 1-800-841-2900 (TTY:711)

Icon of a phone ringing

#### Icon 2. Laptop computer

#### Text: Web portal: Complete Adobe Sign Application for Coverage for Seniors and People Needing Long-Term-Care Services

Icon of a laptop computer

Link to Web portal application: [Adobe Acrobat Sign](https://na3.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhBF13DsJ5OUvV1hEtX51iD1M9RmZH2GoZ_FMTjMUZpHcjKnVHkCHfk52LdQN8DhHZI*)

#### Icon 3. Open letter

#### Text: Mail: MassHealth Enrollment Center Processing Unit P.O. Box 290794 Charlestown, MA 02129

Icon of an open letter

#### Icon 4. Fax machine

#### Text: Fax: 617-887-8799

Icon of a fax machine

#### Icon 5. Person wearing headset

#### Text: Apply with a Certified Assister near you or at a MassHealth Enrollment Center (MEC)

Icon of a person wearing a headset

Link to Certified Assister: [Enrollment Assister Search – Massachusetts Health Connector](https://my.mahealthconnector.org/enrollment-assisters)

Link to Web portal application: [MassHealth Enrollment Centers (MECs) | Mass.gov](https://www.mass.gov/info-details/masshealth-enrollment-centers-mecs)

## Permission to Share Form

Permission to Share (PSI) Form

Link to PSI form: [PSI form](https://www.mass.gov/doc/masshealth-permission-to-share-information-psi-form-0/download?_ga=2.132997645.226823338.1716217343-401341466.1715088371&_gl=1*152c68p*_ga*NDAxMzQxNDY2LjE3MTUwODgzNzE.*_ga_MCLPEGW7WM*MTcxNjQ2OTYwMS4xOS4wLjE3MTY0Njk2MDEuMC4wLjA.)

This form gives MassHealth permission to give MassHealth permission to talk with another person or organization about the applicant or member’s eligibility, share copies of their eligibility notices with them, or share copies of your records with another person or organization.

#### Image 1. There is an image of a form labeled MassHealth Permission to Share Information (PSI) form provided as a reference for what the first page of this form would look like if you were to fill it out

## Image of PSI Form

## Authorized Representative Designation Form

#### Image 1. There is an image of a form labeled Authorized Representative Designation Form provided as a reference for what the first page of this form would look like if you were to fill it out



Authorized Representative (ARD) Form

Link to ARD form: [Authorized Representative Designation Form](https://www.mass.gov/doc/authorized-representative-designation-form-1/download?_ga=2.161828543.226823338.1716217343-401341466.1715088371&_gl=1*1qaixi6*_ga*NDAxMzQxNDY2LjE3MTUwODgzNzE.*_ga_MCLPEGW7WM*MTcxNjQ2OTYwMS4xOS4xLjE3MTY0Njk2NjkuMC4wLjA.)

This form allows an individual or organization designated by the member or applicant to act on their behalf to help the applicant or member get health care coverage through programs offered by MassHealth and the Health Connector

## Renewals

## MassHealth Renewal Overview

MassHealth is required to renew households annually

For ACA Households will either be renewed either:

Automatically via systematic auto renewal

Asked to complete a pre-populated renewal form within 45 days

Applicants over 65 can renew online, over the phone or by paper

There are two images. One image is the first page of a Massachusetts Renewal Application for Health and Dental Coverage and Help Paying Costs. This is provided as an example of what the first page of this form looks like. The second image is the first page of Renewal Application for Health Coverage for Seniors and People Needing Long-Term-Care Services. This provides an example of what the first page of this form looks like.

## How to Report A Change

Any changes (address, household size, income, etc) should be reported to MassHealth within 10 days

Link to report a change: [Report changes to MassHealth | Mass.gov](https://www.mass.gov/how-to/report-changes-to-masshealth)

### Smart art graphic: One level list of options for reporting a change

#### Text: Online at MAhealthconnector.org

#### Text: Call 1-800-841-2900 (TTY: 711)

#### Text: Mail: Health Insurance Processing Center PO Box 4405 Taunton MA 02780

#### Text: FAX 857-323-8300

#### Text: In-Person at any of the MECs

#### Text: Schedule a phone or a video appointment with MassHealth

## MassHealth Renewal Resources

Learn more about how members can renew their coverage:

Renew your coverage for MassHealth, the Health Safety Net, or the Children's Medical Security Plan

Link to renew MassHealth coverage: [Renew your MassHealth coverage | Mass.gov](https://www.mass.gov/how-to/renew-your-masshealth-coverage)

Frequently asked questions for MassHealth members younger than 65

Link to renew Frequently asked questions: [Frequently asked questions for MassHealth members younger than 65 | Mass.gov](https://www.mass.gov/info-details/frequently-asked-questions-for-masshealth-members-younger-than-65)

Renew your MassHealth coverage for seniors and people who need long-term-care services

Link to renew MassHealth coverage: [Renew your MassHealth coverage | Mass.gov](https://www.mass.gov/how-to/renew-your-masshealth-coverage)

Frequently asked questions for MassHealth members aged 65 and older

Link to renew Frequently asked questions: [Frequently asked questions for MassHealth members aged 65 and older | Mass.gov](https://www.mass.gov/info-details/frequently-asked-questions-for-masshealth-members-aged-65-and-older)

## MassHealth Health Plans

## MassHealth Managed-Care Eligible Members

Members who are managed care eligible can select from the following types of plans:

Accountable Care Partnership Plan

Link to Accountable Care Partnership Plan: [Accountable Care Partnership Plan | Mass.gov](https://www.mass.gov/info-details/accountable-care-partnership-plan)

Primary Care ACO

Link to Primary Care ACO: [Primary Care ACO Plans | Mass.gov](https://www.mass.gov/info-details/primary-care-aco-plans)

Managed Care Organization (MCO)

Link to Managed Care Organization: [Managed Care Organization (MCO) plan | Mass.gov](https://www.mass.gov/info-details/managed-care-organization-mco-plan)

Primary Care Clinician (PCC) Plan

Link to Primary Care Clinician Plan: [Primary Care Clinician (PCC) Plan for MassHealth Members | Mass.gov](https://www.mass.gov/info-details/primary-care-clinician-pcc-plan-for-masshealth-members)

#### Image: Picture of a family with three icons: the first icon is a book and underneath it says Learn about health plans; the second icon is a person reading and underneath it says Compare health plans; the third icon is a piece of paper and underneath it says Enroll in a health plan



## Covered Services

#### Icon 1. Building

#### Text: Acute in-patient care

Icon of a building

#### Icon 2. A human brain

#### Text: Behavioral health

Icon of a human brain

#### Icon 3. A prescription bottle

#### Text: Prescriptions

Icon of  prescription bottle

#### Icon 4. A human eye

#### Text: Vision

Icon of a human eye

#### Icon 5. A toothbrush

#### Text: Dental

Icon of a toothbrush

Link to a full list of services provided: [*Chart of MassHealth Covered Services*](https://www.mass.gov/info-details/chart-of-masshealth-covered-services)

## Health Plan Enrollment Periods

When to enroll in a MassHealth health plan for those experiencing homelessness?

Once a member is considered MassHealth eligible and can enroll in a managed care plan, they have 14 days to select a plan or they will be auto-assigned

When can someone change health plan?

MassHealth members who are experiencing homelessness can change their health plan and doctor at any time.

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. Your MassHealth eligibility and benefits will stay the same, even if you decide to change your health plan.

Tell us anytime you have a new address to make sure you get your MassHealth card and other important paperwork. To report an address change, go to this page.

Link to Report changes to MassHealth: [Report changes to MassHealth | Mass.gov](https://www.mass.gov/how-to/report-changes-to-masshealth?_gl=1*1byovsj*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTcyNzcwNTIxMy4xNC4xLjE3Mjc3MDU5MTYuMC4wLjA.)

If I have Medicare and MassHealth, do I need to enroll in a health plan?

If you are member with Medicare and MassHeath, you are not required to select a health plan. However, you do have the option of enrolling in One Care, Senior Care Options (SCO) or Program of All-inclusive Care for the Elderly (PACE). These programs provide additional services.

Link to OneCare plan information: [One Care | Mass.gov](https://www.mass.gov/one-care?_gl=1*1m3amv1*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTYyMDY3Ny40Ni4xLjE3MzE2MjA3ODguMC4wLjA.)

Link to SCO plan information: [Senior Care Options (SCO) | Mass.gov](https://www.mass.gov/senior-care-options-sco?_gl=1*13mvh61*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTYyMDY3Ny40Ni4xLjE3MzE2MjA3MzQuMC4wLjA.)

Link to PACE plan information: [Program of All-inclusive Care for the Elderly (PACE) | Mass.gov](https://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace?_gl=1*1lcsl5o*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTYyMDY3Ny40Ni4wLjE3MzE2MjA2NzcuMC4wLjA.)

## One Care

One Care is a way to get your MassHealth and Medicare benefits together.

Link to OneCare plan information: [One Care | Mass.gov](https://www.mass.gov/one-care?_gl=1*1m3amv1*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTYyMDY3Ny40Ni4xLjE3MzE2MjA3ODguMC4wLjA.)One Care offers services that you can't get when your MassHealth and Medicare benefits are separate. With One Care, you have one plan, one card, and one person to coordinate your care.

You can enroll in OneCare if you:

are between the ages of 21 and 64,

have a disability

have Medicare Parts A and B

qualify for Medicare Part D (drug coverage)

have MassHealth Standard or MassHealth CommonHealth

live in an area covered by a One Care plan.

### Graphic with a list of One Care Services provided

#### Icon 1. Money sign with line through it

#### Text: No copayments

Icon of a money sign with a line through it

#### Icon 2. Graphic of a person with long hair

#### Text: One person to coordinate your care and help you manage your physical, mental health, substance use, and community supports needs, so you can get the care that’s right for you

Icon of a person with long

#### Icon 3. A list with a pen

#### Text: A personal care plan to make sure you’re getting care based on your needs and preferences

Icon of a list with a pen

#### Icon 4. A pill bottle

#### Text: All prescriptions through one plan – over-the-counter drugs and products, such as vitamins, medicine to treat allergies, nicotine patches, and hydrocortisones cream

Icon of a pill bottle

#### Icon 5. A tooth

#### Text: Dental services, including routine cleanings, x-rays, fillings, dentures, crowns, and root canals

Icon of a tooth

#### Icon 6. Eyeglasses

#### Text: Vision services, including exams, eyeglasses, and contact lenses

Icon of eyeglasses

#### Icon 7. Buildings

#### Text: Community support services to help you with everyday activities and skills so you can live independently, manage chronic conditions, and participate fully in your community

Icon of buildings

#### Icon 8. A human brain

#### Text: Behavioral health services to support you in the community and help you in your recovery goals

Icon of a human brain

#### Icon 9. A vehicle

#### Text: Non-medical transportation to and from community services, activities, and other resources so that you can participate fully in the community

Icon of a vehicle

#### Icon 10. A person with short hair

#### Text: An LTS Coordinator to work with you to get the right community services to support your goals in wellness, community participation, recovery, and independence

Icon of a person with short hair

#### Icon 11. A wheelchair

#### Text: Medical equipment, supplies, replacement parts, training modifications, and repairs

Icon of a wheelchair

#### Icon 12. A calendar

#### Text: Personal assistance services that can provide hands-on care, prompting/cueing, and monitoring to help you with everyday activities, including getting dressed, eating, taking a bath, and laundry, so that you can live independently at home

Icon of a calendar

## Senior Care Options (SCO)

Link to SCO plan information: [Senior Care Options (SCO) | Mass.gov](https://www.mass.gov/senior-care-options-sco?_gl=1*13mvh61*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTYyMDY3Ny40Ni4xLjE3MzE2MjA3MzQuMC4wLjA.)

Senior Care Options (SCO) is a comprehensive health plan. SCO covers all of the services normally paid for through Medicare and MassHealth. This plan provides services to members through a senior care organization and its network of providers. SCO offers the opportunity to receive quality health care by combining health services with social support services. It does this by coordinating care and specialized geriatric support services, along with respite care for families and caregivers. SCO offers an important advantage for eligible members over traditional fee-for-service care. There are no copays for members enrolled in SCO.

Enrollment is open to MassHealth Standard members who meet the following criteria:

are aged 65 or older;

live at home or in a long-term-care facility (member cannot be an inpatient at a chronic or rehabilitation hospital or reside in an intermediate care facility for people with intellectual disabilities);

are not subject to a six-month deductible period under MassHealth regulations at; and

live in an area served by a SCO plan.

## Program for All-inclusive Care for the Elderly (PACE)

Link to PACE plan information: [Program of All-inclusive Care for the Elderly (PACE) | Mass.gov](https://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace?_gl=1*1lcsl5o*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTYyMDY3Ny40Ni4wLjE3MzE2MjA2NzcuMC4wLjA.)

The Program of All-inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services to eligible participants. The goal of PACE is to allow participants to live safely in their homes instead of in nursing homes. The PACE model is centered on the core belief that given a choice, most elders, the disabled, and their families would choose to receive care in their homes and communities rather than in a nursing home.

### Shape: Orange box

#### Text: To enroll in PACE you must:

#### Be 55 or older

#### Live in the service area of a PACE organization

#### Be certified by the state as eligible for nursing home care

#### Live in the community (not a nursing home)

#### Be able to live safely in the community, and

#### Agree to receive health services exclusively through the PACE organization

### Shape: Orange box

#### Text: MassHealth income and asset rules for PACE include the following:

#### Countable income must not be greater than 300% of the federal benefit rate. The monthly premium charged to a PACE enrollee is based upon income

#### Countable assets must not be greater than $2,000

#### Note: if you are married, your spouse’s income and assets are not counted

## Resources

## MassHealth Verification Forms

### SmartArt: 5 Boxes listing out verification form types

#### Box 1 Text: Incarceration Status

#### Box 2 Text: Massachusetts Residency Affidavit

#### Box 3 Text: Affidavit to Verify Sero Income

#### Box 4 Text: Affidavit for Self Employment Income

#### Box 5 Text: Noncustodial Parent Form

These forms can assist with verifying some types of information MassHealth has sent a Request for Information regarding.

This is not a complete list of acceptable verifications but are forms that MassHealth provides as a template.

## MassHealth Enrollment Centers (MECs)

All MassHealth Enrollment Centers (MECs) are open for walk-ins

Link to MassHealth Enrollment Centers (MEC) information: [MassHealth Enrollment Centers (MECs) | Mass.gov](https://www.mass.gov/info-details/masshealth-enrollment-centers-mecs?_gl=1*1i8fj5d*_ga*MTg3NTUxNzk4Mi4xNjk2NTkwODA3*_ga_MCLPEGW7WM*MTcwMjMyMTE2OC44MS4wLjE3MDIzMjExNjguMC4wLjA.)

There’s also the MassHealth Online Appointment Service available

The Online Member Portal will let member’s schedule phone appointments or video appointments

Schedule appointments for the following services:

SmartArt: Four green boxes

#### Box 1 Text: Assistance with new applications & renewal forms

#### Box 2 Text: Reporting a change; address, family size, income, pregnancy, newborn or other

#### Box 3 Text: Verifications

#### Box 4 Text: General questions

## Online Appointment Scheduling Service

The portal enables appointment scheduling for 2 business days from the current date and 20 business days into the future

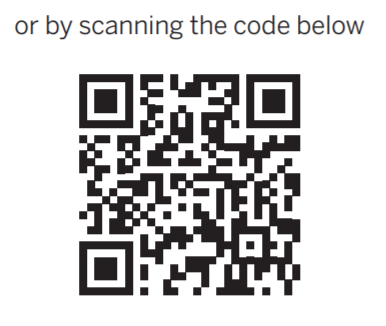
Individuals may also cancel an appointment directly through the portal

In-Person appointments are available to be scheduled with the Springfield Office ONLY

Go to www.mass.gov/masshealth/appointment to schedule a phone or video appointment or scan the QR code

Link to online appointment scheduling: [Schedule an appointment with a MassHealth representative | Mass.gov](https://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative)

#### Image 1: QR code



## Enrollment Assisters

Certified Application Counselors

### Shape 1: Black box

#### Text 1: The Commonwealth has approximately 1,500 Certified Application Counselor (CACs) spread across nearly all hospitals and Community Health Centers

Navigators

### Shape 2: Black box

#### Text 2: The Commonwealth has selected and Certified 22 Navigator organizations

Go to Enrollment Assister Search – Massachusetts Health Connector (mahealthconnector.org)

Link to Massachusetts Health Connector: [Enrollment Assister Search – Massachusetts Health Connector](https://my.mahealthconnector.org/enrollment-assisters)

If you are interested in becoming a CAC organization and what it entails, email [MAhealthconnectorTraining@MassMail.State.MA.US](mailto:MAhealthconnectorTraining@MassMail.State.MA.US)

Link to CAC information: [Information Session for Organizations Interested in Becoming Certified Application Counselors (CACs)](https://www.mass.gov/doc/organizations-interested-in-becoming-certified-application-counselors-cacs-webinar-presentation/download?_ga=2.2649780.586606901.1731419264-1421611348.1726606377&_gl=1*k2l6rg*_ga*MTQyMTYxMTM0OC4xNzI2NjA2Mzc3*_ga_MCLPEGW7WM*MTczMTY4OTczNS40OC4xLjE3MzE2OTIxNDAuMC4wLjA.)

## My Ombudsman: For Help Accessing Services

*Image 1 Text: My Ombudsman MassHealth Health Plans*

Image of text that says My Ombudsman MassHealth Plans

My Ombudsman is an independent organization that helps MassHealth members, including their families and caregivers, address concerns or questions that may impact their experience with a MassHealth health plan or their ability to access their health plan benefits and services

Contact Information

Phone: 855-781-9898

Videophone: 339-224-6831

Website: https://www.myombudsman.org/

Link to my ombudsman information: [My Ombudsman](https://www.myombudsman.org/)

Email: info@myombudsman.org

Available language support (in-house staff): American Sign Language (ASL), Haitian-Creole, Portuguese, and Spanish. Interpreter services for other languages available as needed

## My Services Portal

MyServices is a web portal designed for all applicants and members. With this portal, applicants and members can review:

Link to MyServices portal: [Learn about MyServices | Mass.gov](https://www.mass.gov/learn-about-myservices)

Demographic information

Eligibility status

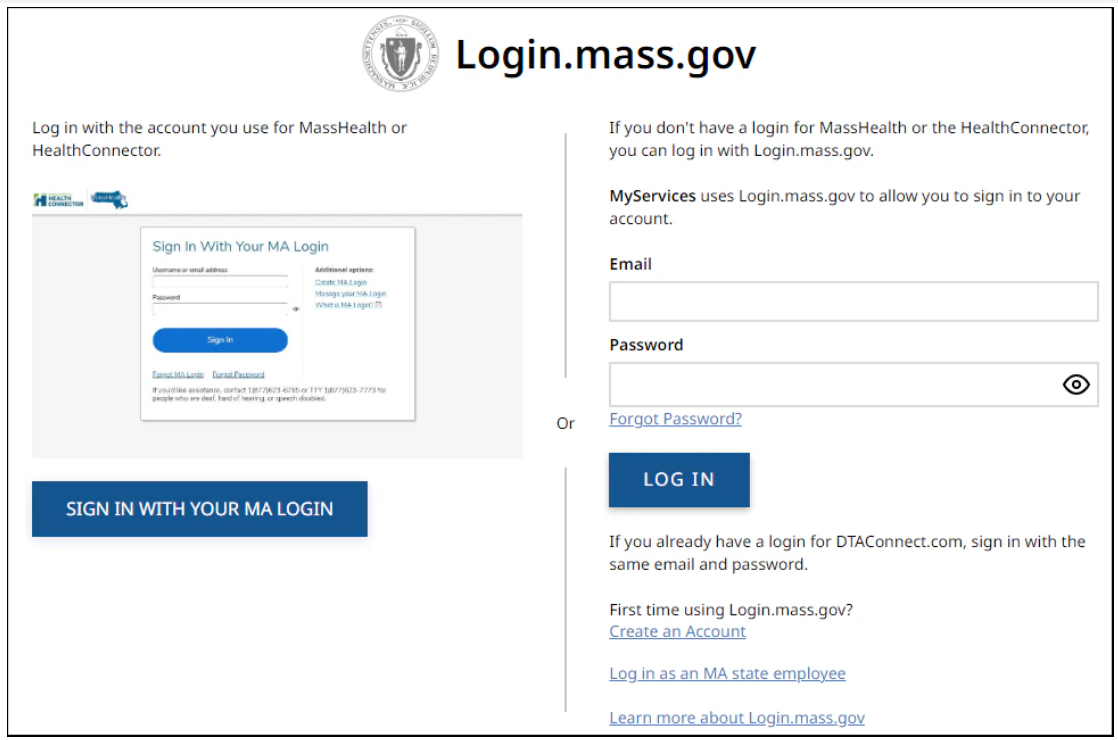
MassHealth enrollment information

Notices MassHealth sent

Receive alerts about important events and actions to take

Website is translated in six languages: English, Spanish, Brazilian Portuguese, Traditional Chinese, Vietnamese, and Haitian Creole

#### Image 1: Image of the login.mass.gov web page



#### Image 2: QR code to access this portal



## MassHealth Self-Services System

#### Image 1: Poster

#### Text 1:

#### No time to wait? Use the MassHealth self-service system to...

#### Verify your MassHealth coverage or health plan coverage

#### Request an application

#### Confirm any transportation benefits (PT-1 form)

#### Get premium billing information

#### This service is available 24 hours a day, seven days a week. If you need to speak with someone, our Customer Service representatives are available Monday through Friday from 8 a.m. till 5 p.m.

#### Call 1-800-841-2900 (TTY: 1-800-497-4648) and follow the option to the information you want

#### We’re ready to help!



## Thank You!

#### Image: Word “QUESTIONS” surrounded by different colored question marks that are three dimensional

