

# Important information for members experiencing homelessness



If you have MassHealth, you need to take steps now to keep your health coverage this year.

## What is the best way to make sure I get my renewal forms if I'm staying at a shelter, with friends or family, or if I don't have a permanent address?

You can list a current mailing address where you are able to receive mail by using your MAMail account or by calling MassHealth Customer Service.

You can also let us know you are currently homeless.

## What if I lost or can't find my MassHealth renewal form?

If you are 64 or younger and have an online account, you can complete your renewal online through your MA Login account.

Any member can request another copy of their renewal by calling MassHealth Customer Service. Make sure that you have enough time to get a new copy and submit it before the due date.

## I didn't get a renewal form but my doctor says I no longer have MassHealth insurance. What can I do to get my insurance back?

Call MassHealth Customer Service to find out if we sent your renewal, and whether your account was closed because you did not respond.

If you contact us within 90 days of losing your coverage, your MassHealth could be reinstated. If you lost your coverage more than 90 days ago, you will need to reapply for MassHealth.

You can always download a copy of a MassHealth application on [mass.gov/masshealth](http://mass.gov/masshealth)

# Act now. Stay covered.



[masshealthrenew.org](http://masshealthrenew.org)  
800-841-2900 (TTY: 711)

