



## REENTRY ENROLLMENT GUIDE INSERT

### IMPORTANT!

**If you are incarcerated, read this MassHealth Reentry Enrollment Guide Insert about how to choose a health plan.**

You are reading this *MassHealth Reentry Enrollment Guide Insert* because you recently became eligible for MassHealth. Please also read the *MassHealth Enrollment Guide* that came with this insert.

Most MassHealth members must enroll in a managed care health plan (“health plan”). In some cases, MassHealth members can choose to enroll in a health plan, but they don’t have to. Some MassHealth members do not meet the rules for enrolling in a health plan. In those cases, MassHealth covers their health care through MassHealth’s fee-for-service program. You can find more information about MassHealth health plan rules at [www.mass.gov/regulations/130-CMR-508](http://www.mass.gov/regulations/130-CMR-508).

**We encourage you to pick a health plan now. Your health plan enrollment will take effect once you are back in the community after your release. If you must enroll in a health plan but do not pick a plan now, MassHealth will choose a health plan for you. If you pick a plan now but are determined not to meet the rules for enrolling in a health plan, MassHealth will cover your health care through MassHealth’s fee-for-service program.**

### **MassHealth Enrollment Guide**

The *MassHealth Enrollment Guide* included with this insert can help you choose a health plan. Different health plans are available based on where you live. The *MassHealth Enrollment Guide* provides information about your options and how to enroll. It also provides information about the following.

- The basic features of managed care
- Your right to disenroll from and change your health plan
- Certain services you may receive from your health plan and MassHealth
- How to access the provider directory for the available health plans
- Your rights and responsibilities as a MassHealth member

Some of this information will help you choose a health plan. Some will be helpful after your release once you are back in the community and enrolled with a health plan.

### **Choosing or Changing a Primary Care Provider**

When choosing a health plan, it is important to choose a primary care provider (PCP). Your PCP will help you get the care you need when you are back in the community after your release. In some cases, you must choose a PCP to enroll with a health plan. There are other cases where you do not have to choose a PCP to enroll with a health plan. However, if you do not choose a PCP in those cases, the health plan will assign one for you. In all cases, you can change your PCP at any time, for any reason. If you want to change your PCP, you can call either your health plan or MassHealth, depending on the type of health plan you are in. See the *MassHealth Enrollment Guide* for more information.

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Questions? Visit [mass.gov/masshealth](http://mass.gov/masshealth) or call **(800) 841-2900, TTY/TDD: 711**.

To learn about PCPs in health plans available in your area, visit [masshealthchoices.com](http://masshealthchoices.com) or call MassHealth Customer Service Center at **(800) 841-2900, TDD/TTY: 711**. You may also want to make sure what other providers, like hospitals, are in the health plans available in your area. To learn more, read the *MassHealth Enrollment Guide* or call the health plan you are thinking about enrolling in.

### **Selecting Your Health Plan**

To select a health plan, meet with your certified application counselor in the facility where you are incarcerated. They will help you get more information about health plans and notify MassHealth of which one you pick.

Once you are enrolled, your health plan will work with your primary care provider (PCP) to help manage and coordinate your care. If you are new to the health plan, they will send you a welcome packet with more information upon your enrollment.

### **Changing Your Health Plan**

If you need to change your health plan before your release, contact your certified application counselor for assistance. You may also contact MassHealth – we recommend using the phone, mail, or fax options listed below so that we can best assist you.

MassHealth members can change their health plan at any time for one year after their release from incarceration. The *MassHealth Enrollment Guide* has information about changing your health plan after release. It tells you when you can change your health plan, and includes information about an annual Plan Selection Period and Fixed Enrollment Period. If you need to change your health plan after your release, you may do so in the following ways.



**Online:** [www.masshealthchoices.com](http://www.masshealthchoices.com)



**Phone:** Call MassHealth Customer Service at **(800) 841-2900, TDD/TTY: 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.



**Mail:** Complete the enclosed ***Enrollment Form*** and send it to:  
Health Insurance Processing Center  
Attention: Enrollment  
PO Box 4405  
Taunton, MA 02780



**Fax:** Complete the enclosed ***Enrollment Form*** and fax it to  
(617) 988-8903

We want you to choose the health plan and primary care provider that you feel is best. Your enrollment in a health plan will be effective after your release.

### **Coverage for Pregnant and Postpartum Members**

MassHealth covers health care services for eligible MassHealth members during pregnancy, labor and delivery, and through 12 months following the end of pregnancy. ***Make sure to tell MassHealth if you're pregnant.*** You may be able to get extra benefits, no matter your immigration status. For more information visit [mass.gov/masshealthpregnancy](https://mass.gov/masshealthpregnancy).



### **My Ombudsman**

My Ombudsman is an independent program for all MassHealth members. My Ombudsman can help if you have questions or need help getting benefits or services from MassHealth or your MassHealth health plan. They provide information about MassHealth benefits and rights, listen to concerns, and help address problems. My Ombudsman can also explain how to file a grievance or appeal, but they cannot represent members in these processes.

For more information, visit [www.myombudsman.org](https://www.myombudsman.org). You can also email [info@myombudsman.org](mailto:info@myombudsman.org), call (855) 781-9898, or connect by videophone at (339) 224-6831 (for Deaf and Hard of Hearing members), Monday through Friday, 9 a.m. to 4 p.m.

### **MyServices**

**MyServices** is an online tool and mobile app where you can access helpful information, including eligibility status, MassHealth enrollment, and alerts about important events and actions you need to take. **MyServices** also allows you to review certain MassHealth notices and voter registration information online. For more information, go to [myservices.mass.gov](https://myservices.mass.gov).