



MassHealth MATCH Program

July 2023



Mitigating The Cost of Housing (MATCH) Program

- MATCH provides funding for housing costs to help eligible MassHealth Members move from a situation where they do not pay for housing costs and related expenses into a community-based home where they pay for these costs/expenses
- **Eligible members can receive up to \$5,500** assistance paying for move-in costs and other needed items to make a new home livable and comfortable
- **Not a MassHealth covered service.** It is paid for by a special program called the American Rescue Plan Act (ARPA)
- **Program will run until March 2025** or until ARPA funds are gone, whichever comes first

Website: <https://www.mass.gov/masshealth-match-program>



MATCH Participant Eligibility





MATCH Eligible Participants

To be eligible to get MATCH assistance, an individual **must meet the following three criteria:**

- 1 MassHealth Enrollment:** enrolled in a health plan run by a MassHealth Managed Care Plan that has chosen to be part of MATCH
- 2 Moving into the Community:** transitioning from a place where the individual is not currently paying for housing costs and related expenses.
- 3 Secured Community-Based Housing:** have already found a community-based housing opportunity where the individual will be moving within 60 days.



MATCH Eligible Participants

1 MassHealth Managed Care Enrollment

- To be considered eligible, individuals must be enrolled in a health plan run by a MassHealth Managed Care Plan
- **Not all Managed Care Plans have chosen to participate in MATCH**
- Plans participating in MATCH as of 7/20/23 include:
 - Berkshire Fallon Health Collaborative
 - Commonwealth Care Alliance One Care
 - Commonwealth Care Alliance Senior Care Options
 - Community Care Cooperative (C3)
 - Element Care
 - Fallon NaviCare Senior Care Options
 - Harbor Health Elder Service Plan
 - Massachusetts Behavioral Health Partnership
 - Mercy Life
 - Neighborhood PACE
 - Senior Whole Health Senior Care Options
 - Serenity Care
 - Steward Health Choice
 - Summit Eldercare
 - Tufts Health Together
 - Tufts Health Together Senior Care Options
 - Tufts Health Together with Cambridge Health Alliance
 - Tufts Health Together with UMass Memorial Health
 - Tufts Health Unify
 - UnitedHealthcare Connected
 - UnitedHealthcare Senior Care Options
 - Wellsense Boston Childrens ACO
 - Wellsense Community Alliance
 - Wellsense Managed Care Organization
 - Wellsense Senior Care Options
 - Wellsense Signature Alliance
 - Wellsense Southcoast Alliance

If you do not know the name of the MassHealth managed care plan you are enrolled in or would like to enroll in a MassHealth managed care plan, please contact MassHealth Customer Service Center at (800) 841-2900.

MATCH Eligible Participants



2 Transitioning Into the Community

To be considered eligible, **individuals must be moving from one of the situations below:**

- A nursing facility or residential care facility
- A congregate care setting
- An acute inpatient hospital, chronic rehab care facility, or psychiatric inpatient hospital
- An emergency shelter, the streets or other places not meant for human habitation, uninhabitable housing, medical respite for people experiencing homelessness, transitional housing, or a doubled-up situation where the Member is unable to stay permanently
- Aging out of state systems of care for youth
- A 24-hour diversionary residential program for substance use treatment
- A correctional facility

See Appendix for definitions

MATCH Eligible Participants



3 Secured Community-Based Housing

To be eligible, an individual must have **already found and be moving into community-based housing within the next 60 days** where the individual pays for housing costs and related expenses.

- The individual must be responsible for paying rent or a fee to reside in the housing and the housing should meet the following criteria:
 - Individual has privacy in their sleeping or living unit
 - Units have lockable entrance doors with the Individual having keys to doors
 - Individual has the freedom to furnish and decorate their sleeping or living units within the lease or other agreement
 - Individual has freedom and support to control their schedules and activities
 - Individual may have visitors at any time

MATCH applications can be submitted up to 60 days before the Member transitions and up to 60 days after the Member has relocated to the community

Check Your MATCH Eligibility!



If you are not sure if you are eligible for the MATCH program, please use the new easy online [Eligibility Tool](#)

[Home](#) > [Executive Office of Housing and Livable Communities](#) > [Interagency Council on Housing and Homelessness](#) > [MassHealth MATCH Program](#)

 OFFERED BY [MassHealth](#)

Find out if you may be eligible for MATCH assistance

GET STARTED

Please answer the following questions to find out if you may be eligible for the MassHealth Mitigating the Costs of Housing (MATCH) program.

[Start here →](#)

<https://www.mass.gov/decision-tree/find-out-if-you-may-be-eligible-for-match-assistance>



MATCH Eligible Costs/Items



MATCH Eligible Costs/Items – Maximum Assistance



- Eligible individuals can get **up to \$5,500 to pay for up to 25 MATCH eligible items**
 - Households made up of multiple eligible individuals living in one housing unit would be able to access the maximum amount for each individual but need to complete separate applications for each individual
 - Includes households where the only eligible individual is a minor
- Individuals **may only get MATCH assistance for one move to the community**
 - However, if the same individual goes back to one of the eligible settings and loses their community-based housing and then meets all the eligibility criteria, they may be eligible for MATCH assistance again
 - For the second transition, the individual would be eligible to access up to another \$5500 maximum in MATCH assistance



MATCH Eligible Costs/Expenses - Categories

Furniture: Reasonably priced, good quality furniture for bedroom, bathroom, living area, and kitchen. Furnishings: Sheets, blankets, pillows, curtains, towels/linens (individual specific, not for household use)

Personal Care: Up to 1 month of personal care supplies such as shampoo, soap, body wash, conditioner, toilet paper, deodorant, face wash, nail files, etc.

Clothing: Essential clothing items including reasonably priced seasonal outerwear.

Food Pantry Stocking and Supplies: One month's supply of food products to stock the pantry and cleaning supplies.

Utilities: Utility set up fees/deposits/arrearages. This could include payments to address utility arrearages if needed to be repaid in order to start new service. Utilities include: electricity, natural gas, propane, fuel oil, wood or coal, water and sewage service, garbage collection, and basic phone service.

Moving Costs: Security Deposits, first month's rent. Moving expenses directly related to moving the Member's belongings. Deposits or one-time start-up payments of miscellaneous fees outlined in the lease (e.g., parking spaces, garage fees, carport fees, laundry fees).

Cleaning: Pest eradication and/or one time cleaning that is not provided by the landlord/owner.

Durable or Special Medical Equipment (DME/SME): DME/SME not approved by MassHealth, private Insurance, or other 3rd party payor for the specific individual.

MATCH Assistance – EFT Payments



- MATCH applications requesting assistance with the following expenses **utilize an Electronic Funds Transfer (EFT) payment system:**

Security deposit/First Month's Rent

Utility Deposit/Arrears

Pest eradication/One-time Cleaning

Broker/realtor fees

Deposits or one-time start-up payments of miscellaneous fees outlined in the lease

Moving costs

Phone Service Deposit/Arrears

Mass ID/Birth Certificates

- EFT payments are **generally processed three times a week: Monday, Wednesday, and Friday**
- These expenses will **require documentation** showing the agency/person being paid, the amount, the account, and the purpose of the payment
- Additional information regarding the person/agency being paid is required to process the EFT payment
- If EFT is not an option, checks can be issued **however it takes longer time to issue a check than to process an EFT Payment.**
 - While EFT payments are typically processed within one to three business days, check processing may take up to two to three weeks



MATCH Assistance – Online Purchases

- Eligible individuals can access a variety of items and goods through online purchases. When completing the MATCH application, you will be **required to provide a URL (i.e., website link) to the desired item(s)**
- Any goods purchased will be **sent to the delivery address listed in the MATCH application**
 - Check that the item will fit in the housing unit
 - Check that the address is a safe place to have items delivered
- **These costs** count towards the overall \$5,500 maximum amount of MATCH assistance:

Shipping	Delivery	Taxes	Set Up Fees	Service Plans	Warranties
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- **MATCH program does not assist with returns/refunds.** Items purchased through the MATCH program should be considered FINAL and non-refundable
 - A receipt or a purchase order will accompany the merchandise. If the individual decides to return the item after it is received, they can use the receipt/purchase order to do so directly with the seller



MATCH Eligible Costs/Items – FULL LIST

- Air conditioner
- Alarm clock
- Baby necessities (baby bathtub, potty training seats, baby proofing products, etc.)
- Bakeware, measuring cups, mixing bowls
- Bath towels
- Bathroom cup, toothbrush holder, toilet paper holder
- Bathmat
- Bed frame
- Bedroom sets
- Bookcase/rack/shelving/storage bins
- Broker/realtor fees
- Bunk beds
- Chairs (recliner, living room, accent chair, kitchen stool, etc.)
- Chest of drawers
- Cleaning equipment (mops, brooms, dustpans, etc.)
- Cleaning fee (one-time)
- Clothes hangers
- Clothing: Outerwear (raincoat, winter coat, scarf, gloves, hat)
- Clothing: Pants, shirts, tops
- Clothing: Underwear, socks, pajamas
- Coffee maker
- Cribs/bassinets/baby-changing stations
- Curtains/Drapes
- Cutting board
- Deposits or one-time start-up payments of miscellaneous fees outlined in the lease (pet fees, garage fees, laundry fees, amenities fees, etc.)
- Dining table and chairs
- Dish cloths
- Dishware (glasses, bowls, plates, mugs)
- Durable Medical Equipment (DME)/Special Medical Equipment (SME): Door opener
- DME/SME: Grab bars
- DME/SME: Lifeline startup cost
- DME/SME: Commode/Raised toilet seat
- DME/SME: Environmental adaptations (assistive tech to control light switches, doorbells, etc.)
- DME/SME: In-shower chair, showerheads
- DME/SME: Rolling shopping cart, backpacks
- Emergency medical kit/First aid kit
- Fan
- First month's rent
- File cabinet
- Fire extinguisher
- Flatware, utensils, and serving utensils
- Food storage containers/canisters

MATCH Eligible Costs/Items – FULL LIST (continued)



- Humidifier/Diffuser
- Ironing board/iron
- Knife set
- Lamps (desk, floor, reading, etc.)
- Laundry basket
- Linens (sheet sets, bedding, pillows, comforter, blankets)
- Living room sets
- Mass ID/birth certificate fees
- Mattress/box spring
- Mattress pad, egg crate, or memory foam pad
- Microwave
- Mirror
- Moving costs (packing materials, movers, van rental fees, etc.)
- One-month supply of cleaning supplies
- One-month supply of pantry supplies (spices, condiments, etc.)
- One-month supply of toiletries (toothpaste, shampoo, etc.)
- Oven mitts
- Pest control fee (one-time)
- Phone, answering machine
- Phone service deposit/arrears*
- Place mats/tablecloth
- Pots and pans, colander
- Refrigerator (if not provided by landlord)
- Rugs (area rugs, pads, tape)
- Security deposit
- Shoes/boots
- Shower curtain
- Small kitchen appliances (toaster, toaster oven, etc.)
- Small kitchen gadgets (can opener, garlic press, etc.)
- Sofa, sofa bed, or futon
- Space heater
- Tables (bedside table, coffee table, end table, side table, computer table, desk)
- Tool kits/sets
- Utilities deposit/arrears*
- Vacuum cleaner/Mop/Steam mop
- Wash basin and drying rack
- Wastebasket/trashcan
- Window shade

MATCH Eligible Costs/Items – Applying the 25-item Limit



- **EFT and check requests count toward the 25 allowed items.** For example, an EFT request for payment of first month's rent and a payment for security deposit would count as two items of the 25 allowed.
- **Multiple items that are a set/pack will be counted as a single item.** For example, a pack of twelve socks or an 8-setting dish set packaged together and at the same exact URL address would count as one item of the 25 items allowed.
- **Multiple quantities of the same item will be counted separately for each item.** For example, two identical end tables that are not considered as a set would count as two items of the 25 allowed.
- **Multiple quantities of an item with different characteristics** such as size and color will count as separate countable items. For example, one black lamp and one pink lamp would count as two separate items of the 25 allowed.

MATCH Eligible Costs/Items – “One-Month Supply”



- MATCH allows eligible individuals to request up to **One-Month Supply** of the following:
 - Cleaning supplies
 - Pantry supplies
 - Toiletries
- These “One month supply” items **count as one item** out of the 25-quantity limit total
- However, each **one-month supply request cannot include more than 15 items**

MATCH Eligible Costs/Items - Limitations



- Only those items listed are eligible under the MATCH program; no additional items are allowable
- Individuals can only request up to 25 items on the list of eligible items, but the items can be of any cost
- Funds cannot be used for gift cards
- Funds cannot be used for recurring expenses
- Funds cannot be used to pay rental or mortgage arrears
- Funds can only be used for utility arrears if needed to be repaid in order to start new utility service in the community-based housing
- Funds cannot be provided directly to the individual and cannot be used to reimburse an individual for costs already incurred
- Individuals may not be assisted through MATCH and be receiving duplicative services through another MassHealth resource
 - Some MassHealth Managed Care Plans offer similar assistance through ACO Flexible Services and may route MATCH inquiries to Flexible Services instead to avoid duplication



How to Apply for MATCH Assistance



MATCH Application Process



- MassHealth **Managed Care Plans participating in the MATCH program are the ONLY AGENCIES that can submit MATCH applications**
- MATCH **applications are submitted through an online secure portal**
 - Applications must include a “**transition date**” that reflects when the lease starts for the individual’s community-based housing
 - Applications for MATCH assistance can be submitted **up to 60 days before and 60 days after this “transition date”**
 - **Multiple requests** can be submitted during this 120-day period but total requested items can not exceed 25 or \$5,500
- All participating **Managed Care Plans have designated specific staff** who are trained in completing and submitting MATCH applications through the online portal and responsible for:
 - Working with an eligible individual to complete and submit an application
 - Pass along information about the application status including purchases



Managed Care Plans Participating in MATCH as of 7/20/2023

- Berkshire Fallon Health Collaborative
- Commonwealth Care Alliance One Care
- Commonwealth Care Alliance Senior Care Options
- Community Care Cooperative (C3)
- Element Care
- Fallon NaviCare Senior Care Options
- Harbor Health Elder Service Plan
- Massachusetts Behavioral Health Partnership
- Mercy Life
- Neighborhood PACE
- Senior Whole Health Senior Care Options
- Serenity Care
- Steward Health Choice
- Summit Eldercare
- Tufts Health Together
- Tufts Health Together Senior Care Options
- Tufts Health Together with Cambridge Health Alliance
- Tufts Health Together with UMass Memorial Health
- Tufts Health Unify
- UnitedHealthcare Connected
- UnitedHealthcare Senior Care Options
- Wellsense Boston Childrens ACO
- Wellsense Community Alliance
- Wellsense Managed Care Organization
- Wellsense Senior Care Options
- Wellsense Signature Alliance
- Wellsense Southcoast Alliance

If you do not know the name of the MassHealth managed care plan you are enrolled in or would like to enroll in a MassHealth managed care plan, please contact MassHealth Customer Service Center at (800) 841-2900

Managed Care Plan participating in MATCH program as of 7/20/2023	How to contact
Berkshire Fallon Health Collaborative	Email your health plan
Commonwealth Care Alliance One Care	Email your health plan
Commonwealth Care Alliance Senior Care Options	Email your health plan
Community Care Cooperative (C3)	Email your health plan
Element Care	Email your health plan
Fallon NaviCare Senior Care Options	Email your health plan
Harbor Health Elder Service Plan	Email your health plan
Massachusetts Behavioral Health Partnership	Call 1-800-495-0086 ext 455601
Mercy Life	Email your health plan
Neighborhood PACE	Email your health plan
Senior Whole Health Senior Care Options	Email your health plan
Serenity Care	Email your health plan
Steward Health Choice	Email your health plan
Summit Eldercare	Email your health plan
Tufts Health Together	Email your health plan
Tufts Health Together Senior Care Options	Email your health plan
Tufts Health Together with Cambridge Health Alliance	Email your health plan
Tufts Health Together with UMass Memorial Health	Email your health plan
Tufts Health Unify	Email your health plan
UnitedHealthcare Connected	Call 1-866-633-4454 , TTY 711
UnitedHealthcare Senior Care Options	Call 1-888-867-5511 , TTY 711
Wellsense Boston Childrens ACO	Email your health plan
Wellsense Community Alliance	Email your health plan
Wellsense Managed Care Organization	Email your health plan
Wellsense Senior Care Options	Email your health plan
Wellsense Signature Alliance	Email your health plan
Wellsense Southcoast Alliance	Email your health plan

Individuals Interested in Applying for MATCH Should:



- Step 1: Determine if you are eligible by using the [online Eligibility Tool](#)
- Step 2: [Find the MATCH contact](#) for your specific Managed Care Plan online
- Step 3: Reach out to the MATCH contact and request assistance submitting an application
 - Provide information needed for the application, such as contact information and transition date
- Step 4: Identify up to 25 eligible items from the [MATCH list](#) that together cost no more than \$5,500 total
- Step 5: Provide information about requested items to your Managed Care MATCH contact
 - EFT Payments – need documentation
 - Online Purchases – need specific URLs and delivery information
- Step 6: Continue to communicate with the Managed Care MATCH contact until all purchases/payments have been made



MATCH Website

<https://www.mass.gov/masshealth-match-program>



Frequently Asked Questions



MATCH Participant Eligibility FAQs



- How can an **individual determine if they are eligible** for the MATCH program?
 - Use the brief and simple [online Eligibility Tool](#) to determine if an individual is eligible for the MATCH program
- If an **individual has a MassHealth card and receives MassHealth services**, does this mean that they are enrolled in a MassHealth Managed Care Plan?
 - No. Receiving MassHealth services does not in itself mean that an individual is actually enrolled in a MassHealth Managed Care Plan
- How can an individual **find out if they are enrolled in a MassHealth Managed Care Plan?**
 - If an individual does not know the name of the MassHealth managed care plan they are enrolled in, contact MassHealth Customer Service Center at (800) 841-2900
- How can a person **enroll in a MassHealth Managed Care Plan?**
 - If an individual would like to enroll in a MassHealth managed care plan, contact MassHealth Customer Service Center at (800) 841-2900

MATCH Participant Eligibility FAQs



- What is considered a **Congregate Care Setting**?
 - For the purposes of the MATCH program, a congregate care setting is a residential setting that is owned or operated by a service provider agency in which residents:
 - i. May have their own bedroom, but share other amenities such as bathrooms, kitchens, and living spaces; and
 - ii. Do not have a lease, occupancy agreement, or similar agreement in place that that is legally enforceable and provides “rights of tenancy”.
- What is considered a **“24-hour diversionary residential program for substance use treatment?”**
 - For the purposes of the MATCH program, a 24-hour residential program for substance use treatment includes a residential setting for the treatment of substance use disorder that is owned or operated by a provider organization contracted with MassHealth in which residents:
 - i. May have their own room or share a room;
 - ii. May share other amenities such as bathrooms, kitchens, and living spaces;
 - iii. Depending on the level of care, residents may be brought prepared meals rather than be provided with a kitchen; and
 - iv. Do not have a lease, occupancy agreement, or similar agreement in place that that is legally enforceable and provides “rights of tenancy”
- What is considered **“aging out of state systems of care for youth?”**
 - For the purposes of the MATCH program, “aging out of state systems of care for youth” includes those individuals who are turning 18 and not voluntary continuing services with the Department of Children and Families (DCF) or the Department of Youth Services (DYS) and those individuals who are turning 22 and exiting extended voluntary services from DCF or DHS.

MATCH Participant Eligibility FAQs



- What is considered ***“a doubled up situation?”***
 - For the purposes of the MATCH program, a “doubled up situation” is defined as one in which:
 - i. An individual is sharing the housing of another person because they couldn’t afford a place of their own; and
 - ii. The housing provides insufficient space to accommodate all residents and/or the individual is not permitted to stay in the housing in accordance with the lease/agreement that is in place for the other person.
 - In-law apartments, granny flats and/or accessory dwelling units would not be a “doubled-up” situation, since they are considered to be separate residences and/or units on the same plot of land.
- What is considered ***“transitional housing”***?
 - For the purposes of the MATCH program, “transitional housing” is considered temporary, time-limited housing in which residents are required to move after a specified period of time. While transitional housing residents may have an occupancy agreement or similar agreement, it does not allow them to stay in the housing after the specified period of time.
- What is considered ***“unhabitable housing”***?
 - For the purpose of the MATCH program, unhabitable housing includes those locations that are not zoned for living spaces such as garages as well as those locations that are not appropriately set up for living spaces, such as unheated basements.

MATCH Participant Eligibility FAQs



- *If an individual is moving in with family/friends, is that considered “community-based housing”?*
 - To be considered “**community-based housing**” the individual must be paying rent or a fee to reside in the housing and the housing should meet the following criteria:
 - i. Individual has privacy in their sleeping or living unit
 - ii. Units have lockable entrance doors with the Member having keys to doors
 - iii. Individual has the freedom to furnish and decorate their sleeping or living units within the lease or other agreement
 - iv. Individual has freedom and support to control their schedules and activities and have access to food any time
 - v. Individual may have visitors at any time
- *What if a **person is leaving a facility and has a home to go back to**, would they be eligible for MATCH assistance?*
 - No. To be considered eligible for MATCH, an individual must be moving into a NEW community-based housing situation where they are in need of financial assistance to secure the housing and/or furnishings to allow them to live in the housing.
- *Some homeless **shelters require that guests pay a “fee” in order to stay there**. Does paying this fee make an Individual ineligible for MATCH?*
 - No. For the purposes of the MATCH program paying a shelter fee is not considered “paying for housing”. Individuals who are paying this fee would not be considered ineligible for the MATCH program due to this payment.

MATCH Participant Eligibility FAQs



- Can a family apply for MATCH assistance if the **only eligible individuals in the household are minors**?
 - Yes. In this situation an application would be submitted for each of the minors (as eligible individuals in the household) and be able to request up to \$5,500 for each eligible individual.
- For **individuals who are incarcerated**, their MassHealth coverage is “paused” while they are in jail or prison. Upon release, if they are still eligible, their MassHealth coverage is automatically reactivated, including enrollment in a Managed Care Plan. Are these individuals eligible for the MATCH program?
 - Yes. Individuals who are incarcerated may access the MATCH program once they are released if they are enrolled in a Managed Care Plan and have secured community-based housing.
- If an individual is eligible for the MATCH program but will be **moving to housing located outside of Massachusetts**, can they access MATCH assistance?
 - No. MATCH funds cannot be used to pay for costs associated with moving to and establishing residency in another state

MATCH Eligible Costs/Items FAQs



- *What are considered to be **miscellaneous fees outlined in the lease**?*
 - For the purposes of the MATCH program, miscellaneous fees outlined in the lease include those fees that are not related to rent or utilities but are included in the tenant's payment in order to use the amenities in the building. Common fees include parking spaces, garage fees, carport fees, laundry fees, pool fees, pet fees, etc.
- *Can an individual receive assistance with a security deposit, first month's rent, and/or moving costs **after they have moved into the community-based housing**?*
 - Yes, given that the application for assistance includes appropriate documentation that this assistance is still needed and that the application is submitted within 60 days after the individual moved into the community-based housing.
- *Does a payment request (EFT or check) for a security deposit and first month's rent **count as two items or one when accounting for the 25 item limit**?*
 - Two. A payment request for a security deposit counts as one item and a payment request for first month's rent counts as a separate item.
- *Are **warranties or service** plans that relate to MATCH eligible purchases eligible?*
 - Yes. Warranties or service plans would be included under "taxes and fees". These amounts would be included when calculating an individual's maximum \$5,500 amount in MATCH assistance.
- *Who pays the **EFT fees**? Should they be included in the MATCH application?*
 - EFT fees should not be included in the MATCH application.
- *Can an individual **shop in person in a store for eligible items**?*
 - All MATCH assistance must be used to pay for services through an EFT payment/check or to shop for eligible purchases online; no in store purchases are allowed.

MATCH Applications FAQs



- Who is **responsible for submitting an application** for MATCH assistance?
 - MassHealth Managed Care Plans that have chosen to participate in the MATCH program are responsible for submitting applications for eligible individuals
- Do MassHealth **Managed Care Plans have to participate** in the MATCH program?
 - Managed Care Plans are *encouraged* but not required to participate in the MATCH program.
- If a MassHealth Managed Care Plan **chooses not to participate**, does this impact the ability of individuals to get assistance?
 - If a MassHealth Managed Care Plan chooses to not participate, individuals enrolled in that Managed Care Plan do not have access to the MATCH program.
- If a MassHealth Managed Care Plan is currently not participating in the MATCH program, can they **choose to participate in the future**?
 - Managed Care Plans can choose to participate at any point that the program is operating.
- Where can I find an **up-to-date list of all Managed Care Plans participating** in the MATCH program?
 - A current list can be found [here](#)
- What **number at the Managed Care Plan to I call to get help** with a MATCH application?
 - Each participating Managed Care Plan has designated an email or phone number for an individual to contact if they are interested in applying for MATCH. Interested individuals should use the contact information found [here](#)
 - Do not contact the number on the back of the health insurance card for MATCH assistance. Instead, use the links or numbers found [here](#)
- Where are **MATCH applications submitted**?
 - MassHealth Managed Care Plans participating in the MATCH program have access to a secure online application portal.

MATCH Applications FAQs



- *Do individuals have to **purchase items from specific website/stores**?*
 - No, with some exceptions. Individuals may select items for purchase from most online stores (e.g., Amazon, Target, Walmart, etc.). Certain online stores noted below or based outside of the United States have been problematic for executing online purchases and should be avoided, including the following:

Bath and Body Works	Finish Line
Foot Locker	Temu
Light in the Box	StockX
- *When **documentation** is requested, must it be of a particular format?*
 - When an application requires that documents be uploaded, it must be from a third party, dated, and on letterhead.
 - Also, the documentation must be consistent with the requested type or amount of assistance documented in the application to be accepted by the MATCH program.
 - If it is not possible to get documentation from the party being paid (e.g., from the landlord or utility company) then the Managed Care Plan may provide the documentation by attesting to the information and submitting it on the individual's behalf.
- *Can purchased items be shipped to a **Post Office (PO) Box**?*
 - Yes, but only if the item is being purchased from a company that allows to shipping to a Post Office box.



For More Information....

<https://www.mass.gov/masshealth-match-program>